# COLOR LASERJET Enterprise CP4020/CP4520 series printers
## User Guide

CP4025n
CP4025dn
CP4525n
CP4525dn

CP4525xh

www.hp.com/support/cljcp4025
www.hp.com/support/cljcp4525

# HP Color LaserJet Enterprise CP4020-CP4520 Series Printer

## User Guide

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## Conventions used in this guide

**TIP:** Tips provide helpful hints or shortcuts.

**NOTE:** Notes provide important information to explain a concept or to complete a task.

**CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

**WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

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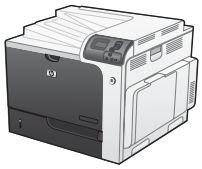
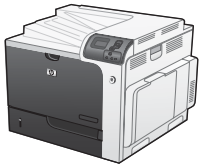
# 1 Product basics


- Product comparison
- Environmental features
- Product features
- Product views
- Control-panel layout

# Product comparison

| Model | Features |
|---|---|
| HP Color LaserJet CP4025n<br>HP Color LaserJet CP4525n<br>  | • 100-sheet multipurpose input tray (Tray 1)<br>• 500-sheet input tray (Tray 2)<br>• 500-sheet, face-down output bin<br>• Hi-speed USB 2.0 port<br>• HP Jetdirect embedded print server for connecting to a 10/100Base-TX network<br>• 512 megabytes (MB) of random access memory (RAM) |
| HP Color LaserJet CP4025dn<br>HP Color LaserJet CP4525dn<br>  | • 100-sheet multipurpose input tray (Tray 1)<br>• 500-sheet input tray (Tray 2)<br>• 500-sheet, face-down output bin<br>• Hi-speed USB 2.0 port<br>• HP Jetdirect embedded print server for connecting to a 10/100Base-TX network<br>• 512 megabytes (MB) of random access memory (RAM)<br>• Automatic two-sided printing |
| HP Color LaserJet CP4525xh<br> | • 100-sheet multipurpose input tray (Tray 1)<br>• 500-sheet input tray (Tray 2)<br>• HP 3x500-sheet paper feeder (Trays 3, 4, and 5)<br>• 500-sheet, face-down output bin<br>• Hi-speed USB 2.0 port<br>• HP Jetdirect embedded print server for connecting to a 10/100Base-TX network<br>• 1 gigabyte (GB) of random access memory (RAM)<br>• Automatic two-sided printing<br>• HP Encrypted High Performance Hard Disk |

# Environmental features

| | |
|---|---|
| Duplex | Save paper by using duplex printing as your default print setting. |
| Print multiple pages per sheet | Save paper by printing two or more pages of a document side-by-side on one sheet of paper. Access this feature through the printer driver. |
| Recycling | Reduce waste by using recycled paper.<br><br>Recycle print cartridges by using the HP return process. |
| Energy savings | Save energy by initiating sleep mode for the product. |
| HP Smart Web printing | Use HP Smart Web printing to select, store, and organize text and graphics from multiple Web pages and then edit and print exactly what you see onscreen. It gives you the control you need for printing meaningful information while minimizing waste.<br><br>Download HP Smart Web printing from this Web site: www.hp.com/go/smartweb. |
| Job storage | Use the job storage features to manage print jobs. By using job storage, you activate printing while you are at the shared product, eliminating lost print jobs that are then reprinted. |

# Product features

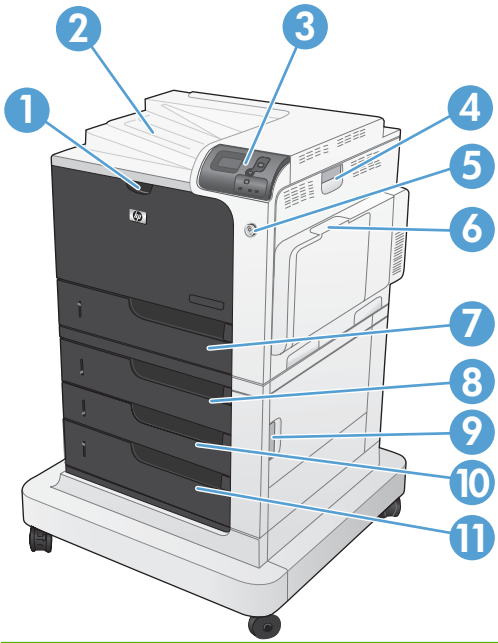
| | |
|---|---|
| **Speed and throughput** | **HP Color LaserJet CP4025 models**<br>• Print up to 35 pages per minute (ppm) on letter-size paper and 35 ppm on A4-size paper.<br>• As quick as 10 seconds to print the first page<br>• Recommended monthly print volume of 2,000 to 7,500 pages<br>• A 800 megahertz (MHz) microprocessor<br>**HP Color LaserJet CP4525 models**<br>• Print up to 42 pages per minute (ppm) on letter-size paper and 40 ppm on A4-size paper.<br>• As quick as 10 seconds to print the first page<br>• Recommended monthly print volume of 2,500 to 10,000 pages<br>• A 800 megahertz (MHz) microprocessor |
| **Resolution** | • 1200 dots per inch (dpi) with Image Resolution Enhancement technology 3600<br>• 1200 x 1200 dpi for detailed line work and small text |
| **Memory** | • n and dn models: 512 MB of random-access memory (RAM), expandable to 1 GB by adding into the open DIMM slot 200-pin small outline dual inline memory modules (DDR2 SODIMM) that support 256 MB or 512 MB of RAM.<br>• xh models: 1 gigabyte (GB) of random-access memory (RAM).<br>• Memory Enhancement technology (MEt) automatically compresses data to use RAM more efficiently. |
| **User interface** | • Four-line color graphical display on the control panel<br>• HP Embedded Web Server to configure the product remotely from any computer connected to the same network<br>• HP Easy Printer Care software (an optional Web-based status and troubleshooting tool)<br>• Internet-enabled supply-ordering capabilities through HP Easy Printer Care software and embedded Web server |
| **Paper-handling** | • **Tray 1 (multipurpose tray):** A multipurpose tray for paper, transparencies, labels, envelopes, and other paper types. The tray holds up to 100 sheets of paper, 50 transparencies, or 10 envelopes.<br>• **Tray 2:** 500-sheet tray, and an optional HP Postcard media insert.<br>• **Optional Trays 3, 4 and 5:** 500-sheet trays<br>• **Two-sided printing:** The dn and xh models support automatic two-sided printing. The other models support manual two-sided printing.<br>• **Standard output bin:** Hold up to 500 sheets of paper. The product has a sensor that indicates when the bin is full.<br>For information about supported paper sizes, see Supported paper sizes on page 85.<br>For information about supported paper types, see Supported paper types on page 87. |

| | |
|---|---|
| **Languages and fonts** | • HP Printer Control Language PCL 5, PCL 6, and HP postscript level 3 emulation<br>• Direct PDF<br>• 93 scalable TrueType PS typefaces |
| **Print cartridges** | • For information regarding print cartridges, see www.hp.com/go/learnaboutsupplies.<br>• Authentic HP print cartridge detection<br>• Automatic toner strip remover |
| **Supported operating systems** | • Microsoft® Windows® XP, Windows Vista™, Windows® Server 2003, and Windows® Server 2008<br>• Macintosh OS X 10.4, 10.5, 10.6, and later<br>• Novell NetWare V6.5 and iPrint V5.12 and later<br>• Citrix<br>◦ Meta Frame XP<br>◦ Presentation Server V4.0 and later<br>◦ XenApp 5.0<br>• UNIX®<br>• Linux |
| **Connectivity** | • USB 2.0 connection<br>• Local area network (LAN) Ethernet (RJ-45) connector for the embedded HP Jetdirect print server<br>• One enhanced input/output (EIO) slot |
| **Environment** | • Sleep setting saves energy<br>• High content of recyclable components and materials<br>• Instant-on fuser saves energy |
| **Security** | • Security lock (optional)<br>• Job retention<br>• User PIN authentication for stored jobs<br>• IPsec security<br>• HP encrypted High Performance EIO hard drive (included with the xh model, and available as an optional accessory for the other models) |

| | |
|---|---|
| **Self-help** | • Show-me-how pages that you can print from the control panel<br>• Job aids for specific tasks available from www.hp.com/support/cljcp4025 or www.hp.com/support/cljcp4525.<br>• Animations and help on the control panel |
| **Accessibility** | • The online user guide is compatible with text screen-readers.<br>• The print cartridges can be installed and removed by using one hand.<br>• All doors and covers can be opened by using one hand.<br>• Paper can be loaded in Tray 1 by using one hand. |

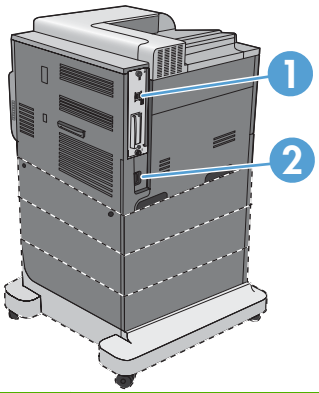
# Product views

## Front view



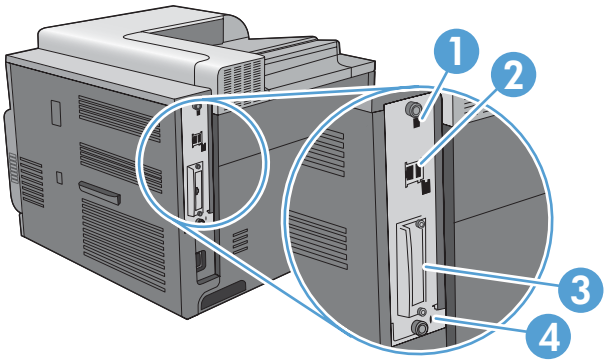

| | |
|---|---|
| 1 | Front door (access to print cartridges and toner collection unit) |
| 2 | Standard output bin |
| 3 | Control panel |
| 4 | Right door (access for clearing jams) |
| 5 | On/off button (illuminates when turned on) |
| 6 | Tray 1 (pull the handle to open the tray) |
| 7 | Tray 2 |
| 8 | Optional Tray 3 (included with the HP Color LaserJet CP4525xh model) |
| 9 | Lower right door (access for clearing jams) |
| 10 | Optional Tray 4 (included with the HP Color LaserJet CP4525xh model) |
| 11 | Optional Tray 5 (included with the HP Color LaserJet CP4525xh model) |

## Back view




| | |
|---|---|
| 1 | Interface ports |
| 2 | Power connection |

## Interface ports




| | |
|---|---|
| 1 | Hi-speed USB 2.0 printing port |
| 2 | Local area network (LAN) ethernet (RJ-45) network port |
| 3 | EIO interface expansion slot |
| 4 | Slot for a cable-type security lock |

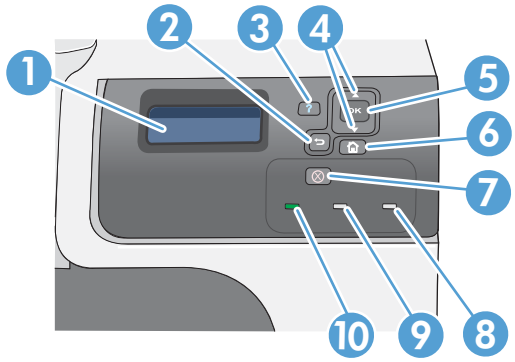
## Serial number and model number location

The model number and serial number are listed on an identification label located on the back of the product. The serial number contains information about the country/region of origin, the product version, production code, and the production number of the product.

| Model name | Model number |
|---|---|
| HP Color LaserJet CP4025n | CC489A |
| HP Color LaserJet CP4025dn | CC490A |
| HP Color LaserJet CP4525n | CC493A |
| HP Color LaserJet CP4525dn | CC494A |
| HP Color LaserJet CP4525xh | CC495A |

# Control-panel layout

The control panel includes a color, graphical and text display, job-control buttons, and three light-emitting diode (LED) status lights.




| | | |
|---|---|---|
| 1 | Control panel display | Shows status information, menus, help information, and error messages. |
| 2 | Back arrow button | Navigates backward in nested menus. |
| 3 | ? Help button | Provides detailed information, including animations, about product messages or menus. |
| 4 | ▲ Up arrow button | Navigates menus and text, and increases the values of numerical items in the display. |
| | ▼ Down arrow button | Navigates menus and text, and decreases the values of numerical items in the display. |
| 5 | OK button | Makes selections and resumes printing after continuable errors. |
| 6 | Home button | Opens and closes the menu structure. |
| 7 | Stop button | Halts the current job, presents a choice to resume or cancel the current job, clears paper from the product, and clears any continuable errors that are associated with the halted job. If the product is not printing a job, pressing the Stop button pauses the product. |
| 8 | Attention light | The Attention light indicates that the product has a condition that requires intervention. Examples include an empty paper tray or an error message on the display. |
| 9 | Data light | The Data light indicates that the product is receiving data. |
| 10 | Ready light | The Ready light indicates that the product is ready to begin processing any job. |

# 2 Control panel menus

- Control panel menus

# Control panel menus

You can control the product by changing settings in the menus on the product control panel. Use the control panel to access features not supported by the printer driver or software application, and to configure trays for paper size and type.

## Show Me How menu

The **SHOW ME HOW** menu prints pages that provide more information about the product. You can print the pages and keep them near the product for convenient reference.

**To display:** Press the Home button, and then select the **SHOW ME HOW** menu.

| Item | Explanation |
|---|---|
| **CLEAR JAMS** | Provides instructions for clearing jams on the product. |
| **LOAD TRAYS** | Provides instructions for loading and configuring trays. |
| **LOAD SPECIAL MEDIA** | Provides instructions for loading special print media such as envelopes, transparencies, and labels. |
| **LOAD MEDIA 4 X 6 (10 X 15CM)** | Provides instructions for loading 4 x 6 media. |
| **PRINT BOTH SIDES** | Provides instructions for printing on both sides of the paper (duplex printing). |
| **SUPPORTED PAPER** | Provides a list of the supported paper and print media. |
| **PRINT HELP GUIDE** | Prints a page that shows links to additional help on the Web. |

## Retrieve job menu

Use the **RETRIEVE JOB** menu to view listings of all stored jobs.

**To display:** Press the Home button, and then select the **RETRIEVE JOB** menu.

| Item | Sub-item | Sub-item | Description |
|---|---|---|---|
| **NO STORED JOBS** | | | This message appears if no jobs are currently stored on the product. |
| **<USER NAME>** | | | Each user who has stored jobs is listed by name. Select the appropriate user name to see a list of stored jobs. |

| Item | Sub-item | Sub-item | Description |
|---|---|---|---|
| | **ALL JOBS (WITH PIN)** | **PRINT**<br><br>**PRINT AND DELETE**<br><br>• **COPIES**<br>• **JOB**<br>• **CUSTOM VALUE**<br><br>**DELETE** | This message appears if a user has two or more stored jobs that require a PIN. If **PRINT** or **PRINT AND DELETE** is selected then the PIN will be requested. If the jobs have different PINs, only the jobs with the PIN entered will be printed. If the PIN does not match any of the jobs, an error message is displayed.<br><br>Either the **PRINT** option or the **PRINT AND DELETE** option displays, depending on the type of jobs listed. If the stored jobs are Personal or Proof and Hold jobs, **PRINT AND DELETE** is displayed. These jobs are deleted after they are printed. If **PRINT** is displayed, there is at least one Quick Copy or standard stored job. When **PRINT** is selected, any Personal or Proof and Hold jobs in the list will be printed and deleted.<br><br>When **PRINT** or **PRINT AND DELETE** is selected, the **COPIES** option allows you to specify the number of copies of the job to print. The default is 1 and the range is from 1 to 3,200.<br><br>The following copy options are also available:<br><br>• Select the **JOB** option to print the number of copies specified in the driver.<br><br>• Select the **CUSTOM VALUE** option to specify the number of copies of the job to be printed. The number of copies that were specified in the driver are multiplied by the number of copies specified on the control panel. For example, if you specified two copies in the driver and specify two copies on the control panel, a total of four copies of the job are printed. |

| Item | Sub-item | Sub-item | Description |
|---|---|---|---|
| | **ALL JOBS (NO PIN)** | **PRINT**<br>**PRINT AND DELETE**<br>• **COPIES**<br>• **JOB**<br>• **CUSTOM VALUE**<br>**DELETE** | This message appears if a user has two or more stored jobs that do not require a PIN.<br>Either the **PRINT** option or the **PRINT AND DELETE** option displays, depending on the type of jobs listed. If the stored jobs are Personal or Proof and Hold jobs, **PRINT AND DELETE** is displayed. These jobs are deleted after they are printed. If **PRINT** is displayed, there is at least one Quick Copy or standard stored job. When **PRINT** is selected, any Personal or Proof and Hold jobs in the list will be printed and deleted.<br>When **PRINT** or **PRINT AND DELETE** is selected, the **COPIES** option allows you to specify the number of copies of the job to print. The default is 1 and the range is from 1 to 3,200.<br>The following copy options are also available:<br>• Select the **JOB** option to print the number of copies specified in the driver.<br>• Select the **CUSTOM VALUE** option to specify the number of copies of the job to be printed. The number of copies that were specified in the driver are multiplied by the number of copies specified on the control panel. For example, if you specified two copies in the driver and specify two copies on the control panel, a total of four copies of the job are printed. |
| | <JOB NAME X> | **PRINT**<br>**PRINT AND DELETE**<br>• **COPIES**<br>**DELETE** | Each individual job for the user is listed by name.<br>Either the **PRINT** option or the **PRINT AND DELETE** option displays, depending on the type of jobs listed. If **PRINT AND DELETE** is displayed, all of the stored jobs are either Personal or Proof and Hold jobs. These jobs are deleted after they are printed. If **PRINT** is displayed, there is at least one Quick Copy or Standard stored job. If there are any Personal or Proof and Hold jobs they will be printed and deleted, even though the **PRINT** option was selected.<br>When **PRINT** or **PRINT AND DELETE** is selected, a **COPIES** option allows you to specify the number of copies of the job to print. The default is 1 and the range is from 1 to 3,200. |

## Information menu

Use the **INFORMATION** menu to access and print specific product information.

**To display:** Press the Home button, and then select the **INFORMATION** menu.

| Item | Description |
|---|---|
| **PRINT MENU MAP** | Prints the control-panel menu map, which shows the layout and current settings of the control-panel menu items. |
| **PRINT CONFIGURATION** | Prints the product configuration pages, which show the printer settings and installed accessories. |
| **PRINT SUPPLIES STATUS PAGE** | Prints the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information.<br><br>HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different than the approximations provided. |
| **SUPPLIES STATUS** | Displays the approximate status of the print cartridges, transfer kit, fuser kit, and toner collection unit in a scrollable list. Press the OK button to open help for each item. |
| **PRINT USAGE PAGE** | Prints a count of all paper sizes that have passed through the product; lists whether they were simplex, duplex, monochrome, or color; and reports the page count. |
| **PRINT COLOR USAGE JOB LOG** | Prints the color-use statistics for the printer. |
| **PRINT DEMO PAGE** | Prints a demonstration page. |
| **PRINT RGB SAMPLES** | Prints color samples for different RGB values. Use the samples as a guide for matching printed colors. |
| **PRINT CMYK SAMPLES** | Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors. |
| **PRINT FILE DIRECTORY** | Prints the name and directory of files stored in the product. |
| **PRINT PCL FONT LIST** | Prints the available PCL fonts. |
| **PRINT PS FONT LIST** | Prints the available PS fonts. |

## Paper handling menu

Use this menu to configure input trays by size and type. It is important to correctly configure the trays with this menu before you print for the first time. This menu also appears when you close Trays 2-5 and press the OK button after the prompt to set the paper size and type.

**To display:** Press the Home button, and then select the **PAPER HANDLING** menu.

**NOTE:** If you have used other HP LaserJet product models, you might be accustomed to configuring Tray 1 to **First** mode or **Cassette** mode. On HP Color LaserJet Enterprise CP4020-CP4520 Series printers, setting Tray 1 to **ANY SIZE** and **ANY TYPE** is equivalent to **First** mode. Setting Tray 1 to a setting other than **ANY SIZE** or **ANY TYPE** is equivalent to **Cassette** mode.

| Menu item | Value | Description |
|---|---|---|
| **TRAY 1 SIZE** | A list of available sizes appears. | Allows you to configure the paper size for Tray 1. The default is **ANY SIZE**. See Supported paper sizes on page 85 for a complete list of available sizes. |
| **TRAY 1 TYPE** | A list of available types appears. | Allows you to configure the paper type for Tray 1. The default is **ANY TYPE**. See Supported paper types on page 87 for a complete list of available types. |
| **TRAY <X> SIZE**<br><br>X = 2 or optional 3, 4, or 5 | A list of available sizes appears. | Allows you to configure the paper size for Tray 2 or optional Tray 3, 4, or 5. These trays can detect the paper size by the guides in the tray. See Supported paper sizes on page 85 for a complete list of available sizes. |
| **TRAY <X> TYPE**<br><br>X = 2 or optional 3, 4, or 5 | A list of available types appears. | Allows you to configure the paper type for Tray 2 or optional Tray 3, 4, or 5. The default is **PLAIN**. See Supported paper types on page 87 for a complete list of available types. |

## Manage supplies menu

Use this menu to configure how the product alerts you when supplies are approaching the estimated end of life.

**To display:** Press the Home button, and then select the **MANAGE SUPPLIES** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Menu item | Sub-menu item | Values | Description |
|---|---|---|---|
| **AT VERY LOW** | **BLACK CARTRIDGE** | **STOP**<br><br>**PROMPT TO CONTINUE***<br><br>**CONTINUE** | Select what the product should do when the print cartridge is very near the end of its estimated life.<br><br>**STOP**: The product stops until you replace the cartridge.<br><br>**PROMPT TO CONTINUE**: The product stops until you clear the prompt message. After the prompt message is cleared, there will not be another message indicating that the supply needs to be replaced.<br><br>**CONTINUE**: The product provides an alert message, but it continues printing. There will not be another message indicating that the supply needs to be replaced. |

| Menu item | Sub-menu item | Values | Description |
|---|---|---|---|
| | **COLOR CARTRIDGES** | **STOP**<br>**PROMPT TO CONTINUE***<br>**CONTINUE**<br>**PRINT IN BLACK** | Select what the product should do when the print cartridge is very near the end of its estimated life.<br>**STOP**: The product stops until you replace the cartridge.<br>**PROMPT TO CONTINUE**: The product stops until you clear the prompt message.<br>**CONTINUE**: The product provides an alert message, but it continues printing.<br>**PRINT IN BLACK**: The product prints in black when a color cartridge is near the end of its estimated life. |
| | **TRANSFER KIT** | **STOP**<br>**PROMPT TO CONTINUE***<br>**CONTINUE** | **STOP**: The product stops until you replace the transfer kit.<br>**PROMPT TO CONTINUE**: The product stops until you clear the prompt message.<br>**CONTINUE**: The product provides an alert message, but it continues printing. |
| | **FUSER KIT** | **STOP**<br>**PROMPT TO CONTINUE***<br>**CONTINUE** | **STOP**: The product stops until you replace the fuser kit.<br>**PROMPT TO CONTINUE**: The product stops until you clear the prompt message.<br>**CONTINUE**: The product provides an alert message, but it continues printing. |
| | **TONER COLLECTION UNIT** | **STOP***<br>**PROMPT TO CONTINUE**<br>**CONTINUE** | **STOP**: The product stops until you replace the toner collection unit.<br>**PROMPT TO CONTINUE**: The product stops until you clear the prompt message.<br>**CONTINUE**: The product provides an alert message, but it continues printing.<br>**NOTE:** Using a Toner collection unit after a prompt or alert message might result in toner leakage, especially when replacing the Toner collection unit. |

| Menu item | Sub-menu item | Values | Description |
|---|---|---|---|
| **USER DEFINED LOW** | **YELLOW CARTRIDGE**<br>**MAGENTA CARTRIDGE**<br>**CYAN CARTRIDGE**<br>**BLACK CARTRIDGE** | Range from 0–100% | Use the arrow buttons to enter the percentage of estimated cartridge life at which you want the product to alert you that the cartridge is low. |
| | **TRANSFER KIT** | Range from 0–100%<br>Default is 2% | Use the arrow buttons to enter the percentage of estimated cartridge life at which you want the product to alert you. |
| | **FUSER KIT** | Range from 0–100%<br>Default is 2% | Use the arrow buttons to enter the percentage of estimated cartridge life at which you want the product to alert you. |
| **SUPPLY MESSAGES** | **LOW MESSAGE** | **ON***<br>**OFF** | Select how the product displays the supply information.<br>**LOW MESSAGE**: Determines whether or not a low supply message is displayed on the control panel. |
| | **LEVEL GAUGE** | **ON***<br>**OFF** | **LEVEL GAUGE**: Determines whether or not a supply level gauge appears on the control panel. |
| | **APPROXIMATE PAGES** | **ON***<br>**OFF** | **APPROXIMATE PAGES**: Determines whether or not the approximate pages remaining is displayed in the low supply messages. |

| Menu item | Sub-menu item | Values | Description |
|---|---|---|---|
| **RESTRICT COLOR USE** | | **ENABLE COLOR*** <br> **COLOR IF ALLOWED** <br> **DISABLE COLOR** | This menu item controls the authorization of color printing. <br> **DISABLE COLOR**: All jobs sent to the product print only in monochrome. <br> **ENABLE COLOR**: All color pages sent to the product print in color. <br> **COLOR IF ALLOWED**: A permissions database is referenced to verify if color pages are printed in color or monochrome. |
| **COLOR/BLACK MIX** | | **AUTO*** <br> **MOSTLY COLOR PAGES** <br> **MOSTLY BLACK PAGES** | These menu selections allow you to balance the trade-off between supply life and performance. <br> **AUTO**: The product software uses an algorithm based on printing data to achieve the best output. <br> **MOSTLY COLOR PAGES**: This selection provides the highest performance. If most of the printing is in color, this selection will not negatively affect supply life. <br> **MOSTLY BLACK PAGES**: This selection conserves the most supply life and is the best choice if most of the printing is done in black and white. |

## Configure device menu

The **CONFIGURE DEVICE** menu allows you to change the default printing settings, adjust the print quality, change the system configuration and I/O options, and reset the default settings.

### Printing menu

These settings affect only jobs without identified properties. Most jobs identify all of the properties and override the values set from this menu.

**To display:** Press the Home button, select the **CONFIGURE DEVICE** menu, and then select the **PRINTING** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Menu item | Sub-menu item | Values | Description |
|---|---|---|---|
| **COPIES** | | Range: 1 - 32000 | Allows you to set the default number of copies for print jobs. The default number is **1**. |
| **DEFAULT PAPER SIZE** | | A list of available sizes appears. See Supported paper sizes on page 85. | Allows you to set the default paper size. |
| **DEFAULT CUSTOM PAPER SIZE** | • **UNIT OF MEASURE**<br>• **X DIMENSION**<br>• **Y DIMENSION** | | Allows you to set the default size for any custom print job that does not specify the dimensions. The default unit of measure is **MILLIMETERS**. |
| **DUPLEX** | | **OFF***<br>**ON** | Allows you to enable or disable two-sided printing.<br>**NOTE:** This menu is available only on models that have automatic duplexing. |
| **DUPLEX BINDING** | | **LONG EDGE***<br>**SHORT EDGE** | Allows you to change the binding edge for two-sided printing.<br>**NOTE:** This menu is available only on models that have automatic duplexing. |
| **OVERRIDE A4/LETTER** | | **NO**<br>**YES*** | Allows you to set the product to print an A4 job on letter-size paper when no tray is configured for A4 paper, or to print on A4-size paper when no tray is configured for letter paper. |
| **MANUAL FEED** | | **OFF***<br>**ON** | Setting this option to **ON** makes **MANUAL FEED** the default for jobs that do not select a tray. The Autoselect option in the printer driver overrides this option. |
| **COURIER FONT** | | **REGULAR***<br>**DARK** | Allows you to select a version of the Courier font.<br>The **DARK** setting is an internal Courier font available on HP LaserJet Series III printers and older. |
| **WIDE A4** | | **NO** *<br>**YES** | Allows you to change the printable area of A4 paper. If you select **NO**, the printable area is seventy-eight 10-pitch characters on a single line. If you select **YES**, the printable area is eighty 10-pitch characters on a single line. |

| Menu item | Sub-menu item | Values | Description |
|---|---|---|---|
| **PRINT PS ERRORS** | | **OFF***<br>**ON** | Allows you to select to print PS error pages. |
| **PRINT PDF ERRORS** | | **OFF***<br>**ON** | Allows you to select to print PDF error pages. |

## PCL sub-menu

This menu configures settings for the printer control language.

**To display:** Press the Home button, select the **CONFIGURE DEVICE** menu, select the **PRINTING** menu, and then select the **PCL** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Item | Values | Description |
|---|---|---|
| **FORM LENGTH** | Range: 5-128 lines | Sets vertical spacing for default paper size. The default is 60. |
| **ORIENTATION** | **PORTRAIT***<br>**LANDSCAPE** | Allows you to set the default page orientation to portrait or landscape. |
| **FONT SOURCE** | A list of available font sources displays. | Selects the font source. The default is **INTERNAL**. |
| **FONT NUMBER** | Range: 0-102 | The product assigns a number to each font and lists the numbers on the PCL font list. The default is 0. |
| **FONT PITCH** | Range: 0.44-99.99 | Selects the font pitch. This item might not appear, depending on the font selected. The default is 10.00. |
| **FONT POINT SIZE** | Range: 4.00-999.75 | Selects the font point size. The default is 12.00. |
| **SYMBOL SET** | A list of available symbol sets displays. | Selects any one of several available symbol sets at the product control panel. A symbol set is a unique grouping of all the characters in a font. **PC-8** or **PC-850** is recommended for line-draw characters. The default is **PC-8**. |
| **APPEND CR TO LF** | **NO***<br>**YES** | Select **YES** to append a carriage return to each line-feed that is encountered in backward-compatible PCL jobs (pure text, no job control). Some environments indicate a new line by only the line-feed control code. Use this option to append the required carriage return to each line feed. |

| Item | Values | Description |
| --- | --- | --- |
| **SUPPRESS BLANK PAGES** | **NO*** <br> **YES** | When generating your own PCL, extra form feeds are included that would cause a blank page to be printed. Select **YES** for form feeds to be ignored if the page is blank. |
| **MEDIA SOURCE MAPPING** | **STANDARD*** <br> **CLASSIC** | The PCL5 **MEDIA SOURCE MAPPING** command selects an input tray by a number that maps to the various available trays and feeders. <br> • The **STANDARD** numbering is based on newer HP LaserJet printers with updated changes to the numbering of trays and feeders. <br> • The **CLASSIC** numbering is based on HP LaserJet 4 printers and earlier models. |

## Print Quality menu

**To display:** Press the Home button, select the **CONFIGURE DEVICE** menu, and then select the **PRINT QUALITY** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Item | Sub-item | Sub-item | Values | Description |
|---|---|---|---|---|
| **ADJUST COLOR** | **HIGHLIGHTS**<br>• **CYAN DENSITY**<br>• **MAGENTA DENSITY**<br>• **YELLOW DENSITY**<br>• **BLACK DENSITY** | | Range from +5 to –5. Default is 0. | Adjust the darkness or lightness of highlights on a printed page. Lower values represent lighter highlights on a printed page, and higher values represent darker highlights on a printed page. |
| | **MIDTONES**<br>• **CYAN DENSITY**<br>• **MAGENTA DENSITY**<br>• **YELLOW DENSITY**<br>• **BLACK DENSITY** | | Range from +5 to –5. Default is 0. | Adjust the darkness or lightness of midtones on a printed page. Lower values represent lighter midtones on a printed page, and higher values represent darker midtones on a printed page. |
| | **SHADOWS**<br>• **CYAN DENSITY**<br>• **MAGENTA DENSITY**<br>• **YELLOW DENSITY**<br>• **BLACK DENSITY** | | Range from +5 to –5. Default is 0. | Adjust the darkness or lightness of shadows on a printed page. Lower values represent lighter shadows on a printed page, and higher values represent darker shadows on a printed page. |
| | **RESTORE COLOR VALUES** | | | Restore the color settings by resetting the density values of each color. |
| **SET REGISTRATION** | | | | For each tray, setting the registration shifts the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back. |
| | **ADJUST TRAY <X>** | | | Perform the alignment procedure for each tray.<br><br>When it creates an image, the product scans across the page from side to side as the sheet feeds from top to bottom into the product. |
| | | **PRINT TEST PAGE** | | Print a test page and instructions for setting the registration of the image location. |

| Item | Sub-item | Sub-item | Values | Description |
|---|---|---|---|---|
| | | **X1 SHIFT**<br><br>**Y1 SHIFT**<br><br>**X2 SHIFT**<br><br>**Y2 SHIFT** | Range: -5 mm to +5 mm | The scan direction is referred to as X. X1 is the scan direction for a single-sided page or for the second side of a two-sided page. X2 is the scan direction for the first side of a two-sided page.<br><br>The feed direction is referred to as Y. Y1 is the feed direction for a single-sided page or for the second side of a two-sided page. Y2 is the feed direction for the first side of a two-sided page. |
| **AUTO SENSE MODE** | **TRAY 1 SENSING** | | **FULL SENSING**<br><br>**EXPANDED SENSING***<br><br>**TRANSPARENCY ONLY** | Sets the sensing option for Tray 1 for paper types using **AUTO SENSE** mode.<br><br>When **FULL SENSING** is selected, the product senses every page and switches modes accordingly. The product can distinguish light paper, plain paper, heavy paper, glossy paper, tough paper, or transparencies. Using this mode significantly reduces print speed. Use it only when you are printing on mixed paper types.<br><br>When **EXPANDED SENSING** is selected, the product senses only the first page and assumes the rest of the pages are the same type. The product can distinguish light paper, plain paper, heavy paper, glossy paper, tough paper, or transparencies.<br><br>When **TRANSPARENCY ONLY** is selected, the product senses only the first page. The product can distinguish transparencies from other paper types. |
| | **TRAY <X> SENSING** | | **EXPANDED SENSING***<br><br>**TRANSPARENCY ONLY** | Sets the sensing option for Trays 2-5 for paper types using **AUTO SENSE** mode.<br><br>When **EXPANDED SENSING** is selected, the product senses only the first few pages and assumes the rest of the pages are the same type. The product can distinguish light paper, plain paper, heavy paper, glossy paper, tough paper, or transparencies. The product senses the paper type when you turn it on and after you open and close a tray.<br><br>When **TRANSPARENCY ONLY** is selected, the product senses only the first page. The product can distinguish transparencies from other paper types. |

| Item | Sub-item | Sub-item | Values | Description |
|---|---|---|---|---|
| **ADJUST PAPER TYPES** | A list of paper types displays. | **PRINT MODE**<br><br>**RESISTANCE MODE**<br><br>**HUMIDITY MODE**<br><br>**PRE-ROTATION MODE**<br><br>**FUSER TEMP MODE**<br><br>**PAPER CURL MODE** | A list of print modes displays. | Configure the print mode that is associated with each media type. |
| | **RESTORE MODES** | | | Use this feature to return all paper type-mode settings to the factory-default settings. |
| **OPTIMIZE** | A list of available options displays. | | | Allows you to optimize various print modes to address print quality issues. |
| | **RESTORE OPTIMIZE** | | | Use this feature to return all the settings in the **OPTIMIZE** menu to the factory-default values. |
| **QUICK CALIBRATE NOW** | | | | Performs a partial product calibration. |
| **FULL CALIBRATE NOW** | | | | Performs all product calibrations. |
| **DELAY CALIBRATION AT WAKE/POWER-ON** | | | **NO**<br><br>**YES*** | This menu controls the timing of the calibration when the product wakes up or is turned on.<br><br>• Select **NO** to have the product calibrate immediately when it wakes up or is turned on. The product will not print any jobs until it finishes calibrating.<br><br>• Select **YES** to enable a product that is asleep to accept print jobs before it calibrates. It may start calibrating before it has printed all the jobs it has received. This option allows quicker printing when coming out of sleep mode or when you turn the product on, but print quality might be reduced.<br><br>**NOTE:** For best results, allow the product to calibrate before printing. Print jobs performed before calibration might not be of the highest quality. |
| **RESOLUTION** | | | **Image REt 3600***<br><br>**1200x1200 dpi** | Sets the resolution at which the product prints. The default value is **Image REt 3600**. Try the **1200x1200 dpi** setting to improve printing for detailed line work or small text. |

| Item | Sub-item | Sub-item | Values | Description |
|---|---|---|---|---|
| **EDGE CONTROL** | | | **OFF**<br>**LIGHT**<br>**NORMAL***<br>**MAXIMUM** | The Edge Control setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.<br>• **OFF** turns off both trapping and adaptive halftoning.<br>• **LIGHT** sets trapping at a minimal level, and adaptive halftoning is on.<br>• **NORMAL** is the default trapping setting. Trapping is at a medium level and adaptive halftoning is on.<br>• **MAXIMUM** is the most aggressive trapping setting. Adaptive halftoning is on. |
| **AUTO CLEANING** | | | **OFF***<br>**ON** | When auto-cleaning is on, the product prints a cleaning page when the page count reaches the **CLEANING INTERVAL** setting. |
| **CLEANING INTERVAL** | | | **500***<br>**1000**<br>**2000**<br>**5000**<br>**10000**<br>**20000** | Specify the number of pages that are printed before a cleaning page is automatically printed. This item appears only when the **AUTO CLEANING** option is set to **ON**. |
| **AUTO CLEANING SIZE** | | | **LETTER***<br>**A4** | Specify the paper size that is used to print the cleaning page. This item appears only when the **AUTO CLEANING** option is set to **ON**. |

| Item | Sub-item | Sub-item | Values | Description |
|---|---|---|---|---|
| **CREATE CLEANING PAGE** | | | | Prints a page of instructions for cleaning excess toner off the pressure roller in the fuser.<br><br>**NOTE:** This option is available only for the HP Color LaserJet CP4025n printer and the HP Color LaserJet CP4525n printer. |
| **PROCESS CLEANING PAGE** | | | | Allows you to create and process a cleaning page for cleaning the pressure roller in the fuser. When the cleaning process runs, a cleaning page is printed. This page can be discarded.<br><br>**NOTE:** For the HP Color LaserJet CP4025n printer and the HP Color LaserJet CP4525n printer, you must first select the **CREATE CLEANING PAGE** option. |

## System setup menu

Use the **SYSTEM SETUP** menu to change product-configuration defaults such as sleep mode, product personality (language), and jam recovery.

**To display:** Press the Home button, select the **CONFIGURE DEVICE** menu, and then select the **SYSTEM SETUP** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **DATE/TIME** | **DATE** | **- - - - /[MMM]/[DD] YEAR =**<br>**[YYYY]/- - - /[DD] MONTH=**<br>**[YYYY]/[MMM]/- - DAY=** | Allows you to set the correct date. The range for the year is 2008 to 2037. |
| | **DATE FORMAT** | **YYYY/MMM/DD***<br>**MMM/DD/YYYY**<br>**DD/MMM/YYYY** | Allows you to choose the order in which the year, month, and day appear in the date. |
| | **TIME** | **- - :[MM] [PM] HOUR =**<br>**[HH]: - - [PM] MINUTE=**<br>**[HH]:[MM] - - AM/PM=** | Allows you to select from various configurations for the **TIME** format. Different wizards appear depending on the **TIME FORMAT** selected. |
| | **TIME FORMAT** | **12 HOUR***<br>**24 HOUR** | Allows you to select **12 HOUR** or **24 HOUR** format. |
| **JOB STORAGE LIMIT** | | Continuous value<br>Range: 1–100<br>Default = 32 | Allows you to specify the number of Quick Copy jobs that can be stored on the product. The default value is 32. The maximum allowed value is 100. |
| **JOB HELD TIMEOUT** | | **OFF***<br>**1 HOUR**<br>**4 HOURS**<br>**1 DAY**<br>**1 WEEK** | Allows you to set the amount of time that Quick Copy jobs are kept before being automatically deleted from the queue. This menu item only appears when a hard disk is installed. |
| **SHOW ADDRESS** | | **AUTO**<br>**OFF*** | This item determines whether the product's IP address is shown on the display with the **Ready** message. |
| **TRAY BEHAVIOR** | | | Use this menu to control how the product handles paper trays and related prompts at the control panel. |

| Item | Sub-item | Values | Description |
|---|---|---|---|
| | **USE REQUESTED TRAY** | **EXCLUSIVELY*** <br> **FIRST** | **USE REQUESTED TRAY** handles jobs that have specified a specific input tray. Two options are available: <br> • **EXCLUSIVELY**: The product never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. <br> • **FIRST**: The product can pull from another tray if the specified tray is empty, even though the user specifically indicated a tray for the job. |
| | **MANUALLY FEED PROMPT** | **ALWAYS*** <br> **UNLESS LOADED** | This option controls whether a manual feed message should appear when the type or size for a job does not match the size or type configured for Tray 1. Two options are available: <br> • **ALWAYS**: A prompt always appears before printing a manual-feed job. <br> • **UNLESS LOADED**: A message appears only if the multipurpose tray is empty or does not match the size or type of the job. |
| | **PS DEFER MEDIA** | **ENABLED*** <br> **DISABLED** | This option affects how paper is handled when printing from an Adobe PS print driver. <br> • **ENABLED** uses HP's paper-handling model. <br> • **DISABLED** uses the Adobe PS paper-handling model. |
| | **SIZE/TYPE PROMPT** | **DISPLAY*** <br> **DO NOT DISPLAY** | This option controls whether the tray configuration message appears whenever a tray is closed. Two options are available: <br> • **DISPLAY**: This option shows the tray configuration message when a tray is closed. You can configure the tray size or type directly from this message. <br> • **DO NOT DISPLAY**: This option prevents the tray configuration message from automatically appearing. |

| Item | Sub-item | Values | Description |
|---|---|---|---|
| | **USE ANOTHER TRAY** | **ENABLED*** <br> **DISABLED** | This option turns on or off the control-panel prompt to select another tray when the specified tray is empty. |
| | **ALTERNATIVE LETTERHEAD MODE** | **ON** <br> **OFF*** | When this option is **ON** you can load letterhead or preprinted paper the same way for every job, whether printing on one or both sides of the page. <br> **NOTE:** This option is available only for models that have automatic duplexing. |
| | **DUPLEX BLANK PAGES** | **AUTO*** <br> **YES** | This option controls how the product handles two-sided jobs (duplexing). Two options are available: <br> • **AUTO**: Enables Smart Duplexing, which instructs the product not to process both sides if the second side is blank. Letterhead and prepunched paper types are exceptions. This can improve print speed. <br> • **YES**: Disables Smart Duplexing and forces the duplexer to flip the sheet of paper even if it is printed on only one side. <br> **NOTE:** This option is available only for models that have automatic duplexing. |
| | **IMAGE ROTATION** | **STANDARD** * <br> **ALTERNATE** | Select the **ALTERNATE** setting if you are having trouble aligning images on preprinted forms. |
| **SLEEP DELAY** | | **1 MINUTE** <br> **3 MINUTES** <br> **5 MINUTES** <br> **10 MINUTES** <br> **15 MINUTES*** <br> **30 MINUTES** <br> **45 MINUTES** <br> **60 MINUTES** <br> **90 MINUTES** <br> **2 HOURS** | Reduces power consumption when the product has been inactive for the selected period. <br> **NOTE:** The **SLEEP MODE** setting in the **RESETS** menu must be on. |

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **WAKE TIME** | <DAY OF THE WEEK> | **OFF***<br><br>**CUSTOM** | Select the **CUSTOM** option to configure the daily wake time for the product to avoid warm-up or calibration time. Select a day of the week, set the wake time for that day, and then choose whether the wake time should be applied to all days of the week. |
| **OPTIMUM SPEED/ENERGY USAGE** | | **FASTER FIRST PAGE***<br><br>**SAVE ENERGY**<br><br>**SAVE MORE ENERGY**<br><br>**SAVE MOST ENERGY** | Controls the fuser cool down behavior.<br><br>**FASTER FIRST PAGE**: The fuser maintains power and the first page processes faster for any new job that is sent to the product.<br><br>**SAVE ENERGY**: The fuser reduces power when it is idle.<br><br>**SAVE MORE ENERGY**: The fuser reduces more power than the **SAVE ENERGY** option.<br><br>**SAVE MOST ENERGY**: The fuser is turned off and it gradually cools to room temperature. The **SAVE MOST ENERGY** option takes the longest time to print the first page. |
| **DISPLAY BRIGHTNESS** | | Range is –10 through 10. | Sets the brightness of the control panel display. The default is **0**. This item also controls the viewing angle at which the display is visible. |
| **PERSONALITY** | | **AUTO***<br><br>**PCL**<br><br>**PDF**<br><br>**PS** | Sets the default personality to automatic switching, PCL, PDF, or PS modes. |
| **CLEARABLE WARNINGS** | | **JOB***<br><br>**ON** | Sets whether a warning is cleared on the control panel or when another job is sent.<br><br>• **JOB**: The warning message disappears at the end of the job.<br><br>• **ON**: The warning message remains until you press the OK button. |

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **AUTO CONTINUE** | | **OFF**<br><br>**ON*** | Determines product behavior when the system generates an Auto Continuable error.<br><br>• **ON**: Allows the product to continue printing.<br><br>• **OFF**: Stops the product from printing until the error is cleared by the user. |
| **JAM RECOVERY** | | **AUTO***<br><br>**OFF**<br><br>**ON** | Sets whether the product will attempt to reprint pages after a jam. If you select **AUTO**, the product reprints pages if enough memory is available for full-speed two-sided printing. |
| **RAM DISK** | | **AUTO***<br><br>**OFF** | Sets how the RAM disk feature is configured. This is only available if there is no hard disk installed and the printer has at least 8 MB of memory.<br><br>If the **AUTO** setting is enabled, the product determines the optimal RAM disk size based on the amount of available memory.<br><br>If the **OFF** setting is enabled, the RAM disk is disabled, but a minimal RAM disk is still active. |
| **LANGUAGE** | | A listing of available languages appears. | Sets the language. The default language is **ENGLISH**. |

## I/O menu

Items on the I/O (input/output) menu affect the communication between the product and the computer. If the product contains an HP Jetdirect print server, you can configure basic networking parameters by using this submenu. You can also configure these and other parameters through HP Web Jetadmin or the embedded Web server.

For more information on these options, see Connect to a network on page 70.

**To display:** Press the Home button, select the **CONFIGURE DEVICE** menu, and then select the **I/O** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **I/O TIMEOUT** | | Range: 5 - 300 | Allows you to set the product **I/O TIMEOUT** in seconds. The default is 15 seconds.<br><br>Use this setting to adjust timeout for the best performance. If data from other ports appears in the middle of your print job, increase the timeout value. |
| **EMBEDDED JETDIRECT MENU** | See the next table for a list of options. | | |

**Table 2-1 Embedded Jetdirect menu**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| **INFORMATION** | **PRINT SEC PAGE** | | **YES*** | **YES**: Prints a page that contains the current security settings on the HP Jetdirect print server. |
| | | | **NO** | **NO**: A security settings page is not printed. |
| | **TCP/IP** | **ENABLE** | **ON*** | **ON**: Enable the TCP/IP protocol. |
| | | | **OFF** | **OFF**: Disable the TCP/IP protocol. |
| | **HOST NAME** | | | An alphanumeric string, up to 32 characters, used to identify the product. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address. |

**Table 2-1 Embedded Jetdirect menu (continued)**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| | **IPV4 SETTINGS** | **CONFIG METHOD** | **BOOTP**<br>**DHCP***<br>**AUTO IP**<br>**MANUAL** | Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server.<br>Use **BOOTP** (Bootstrap Protocol) for automatic configuration from a BootP server.<br>Use **DHCP** (Dynamic Host Configuration Protocol) for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, **DHCP RELEASE** and **DHCP RENEW** menus are available to set DHCP lease options.<br>Use **AUTO IP** for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically.<br>If you set this option to **MANUAL**, use the **MANUAL SETTINGS** menu to configure TCP/IPv4 parameters. |
| | | **MANUAL SETTINGS** | **IP ADDRESS**<br>**SUBNET MASK**<br>**DEFAULT GATEWAY** | (Available only if **CONFIG METHOD** is set to **MANUAL**) Configure parameters directly from the product control panel:<br>**IP ADDRESS**: The unique IP address (n.n.n.n) of the product, where n is a value from 0 to 255.<br>**SUBNET MASK**: The subnet mask (n.n.n.n) for the product, where n is a value from 0 to 255.<br>**DEFAULT GATEWAY**: The IP address of the gateway or router used for communications with other networks. |
| | | **DEFAULT IP** | **AUTO IP***<br>**LEGACY** | Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP).<br>**NOTE:** This feature assigns a static IP address that might interfere with a managed network.<br>**AUTO IP**: A link-local IP address 169.254.x.x is set.<br>**LEGACY**: The address 192.0.0.192 is set, consistent with older HP Jetdirect products. |
| | | **DHCP RELEASE** | **NO***<br>**YES** | This menu appears if **CONFIG METHOD** is set to **DHCP** and a DHCP lease for the print server exists.<br>**NO**: The current DHCP lease is saved.<br>**YES**: The current DHCP lease and the leased IP address are released. |

**Table 2-1 Embedded Jetdirect menu (continued)**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| | | **DHCP RENEW** | **NO***<br><br>**YES** | This menu appears if **CONFIG METHOD** is set to **DHCP** and a DHCP lease for the print server exists.<br><br>**NO**: The print server does not request to renew the DHCP lease.<br><br>**YES**: The print server requests to renew the current DHCP lease. |
| | | **PRIMARY DNS** | | Specify the IP address (n.n.n.n) of a Primary DNS Server. |
| | | **SECONDARY DNS** | | Specify the IP address (n.n.n.n) of a Secondary Domain Name System (DNS) Server. |
| | **IPV6 SETTINGS** | **ENABLE** | **ON**<br><br>**OFF*** | Use this item to enable or disable IPv6 operation on the print server.<br><br>**OFF**: IPv6 is disabled.<br><br>**ON**: IPv6 is enabled. |
| | | **ADDRESS** | **MANUAL SETTINGS**<br><br>• **ENABLE**<br><br>• **ADDRESS** | Use this item to enable and manually configure a TCP/IPv6 address.<br><br>**ENABLE**: Choose **ON** to enable manual configuration, or **OFF** to disable manual configuration. The default is **OFF**.<br><br>**ADDRESS**: Use this item to type a 32 hexadecimal digit IPv6 node address that uses the colon hexadecimal syntax. |
| | | **DHCPV6 POLICY** | **ROUTER SPECIFIED**<br><br>**ROUTER UNAVAILABLE***<br><br>**ALWAYS** | **ROUTER SPECIFIED**: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server.<br><br>**ROUTER UNAVAILABLE**: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server.<br><br>**ALWAYS**: Whether or not a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server. |
| | | **PRIMARY DNS** | | Use this item to specify an IPv6 address for a primary DNS server that the print server should use. |
| | | **SECONDARY DNS** | | Use this item to specify an IPv6 address for a secondary DNS server that the print server should use. |

**Table 2-1 Embedded Jetdirect menu (continued)**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| | **PROXY SERVER** | | | Specifies the proxy server to be used by embedded applications in the product. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security, for those clients.<br><br>To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.<br><br>For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address. |
| | **PROXY PORT** | | | Type the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535. |
| | **IDLE TIMEOUT** | | | **IDLE TIMEOUT**: The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout). |
| **IPX/SPX** | **ENABLE** | | **ON*** | **ON**: Enable the IPX/SPX protocol. |
| | | | **OFF** | **OFF**: Disable the IPX/SPX protocol. |
| | **FRAME TYPE** | | **AUTO*** | Selects the frame-type setting for your network.<br><br>**AUTO**: Automatically sets and limits the frame type to the first one detected.<br><br>**EN_8023**, **EN_II**, **EN_8022**, and **EN_SNAP** are frame-type selections for Ethernet networks. |
| | | | **EN_8023** | |
| | | | **EN_II** | |
| | | | **EN_8022** | |
| | | | **EN_SNAP** | |
| **APPLETALK** | **ENABLE** | | **ON*** | Configures an AppleTalk network. |
| | | | **OFF** | |
| **DLC/LLC** | **ENABLE** | | **ON*** | **ON**: Enable the DLC/LLC protocol. |
| | | | **OFF** | **OFF**: Disable the DLC/LLC protocol. |
| **SECURITY** | **SECURE WEB** | | **HTTPS REQUIRED*** | For configuration management, specify whether the embedded Web server will accept communications using HTTPS (Secure HTTP) only, or both HTTP and HTTPS.<br><br>**HTTPS REQUIRED**: For secure, encrypted communications, only HTTPS access is accepted. The print server will appear as a secure site.<br><br>**HTTPS OPTIONAL**: Access using either HTTP or HTTPS is permitted. |
| | | | **HTTPS OPTIONAL** | |

**Table 2-1 Embedded Jetdirect menu (continued)**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| | **IPSEC** | | **KEEP**<br><br>**DISABLE*** | Specify the IPSec status on the print server.<br><br>**KEEP**: IPSec status remains the same as currently configured.<br><br>**DISABLE**: IPSec operation on the print server is disabled. |
| | **802.1X** | | **RESET**<br><br>**KEEP*** | Specify whether the 802.1X settings on the print server are reset to the factory defaults.<br><br>**RESET**: The 802.1X settings are reset to the factory defaults.<br><br>**KEEP**: The current 802.1X settings are maintained. |
| | **RESET SECURITY** | | **YES**<br><br>**NO*** | Specify whether the current security settings on the print server will be saved or reset to factory defaults.<br><br>**YES**: Security settings are reset to factory defaults.<br><br>**NO**: The current security settings are maintained. |
| **DIAGNOSTICS** | **EMBEDDED TESTS** | | | This menu provides tests to help diagnose network hardware or TCP/IP network connection problems.<br><br>Embedded tests help to identify whether a network fault is internal or external to the product. Use an embedded test to check hardware and communication paths on the print server. After you select and enable a test and set the execution time, you must select **EXECUTE** to initiate the test.<br><br>Depending on the execution time, a selected test runs continuously until either the product is turned off, or an error occurs and a diagnostic page is printed. |
| | | **LAN HW TEST** | **YES**<br><br>**NO*** | **CAUTION:** Running this embedded test will erase your TCP/IP configuration.<br><br>This test performs an internal loopback test. An internal loopback test will send and receive packets only on the internal network hardware. There are no external transmissions on your network.<br><br>Select **YES** to choose this test, or **NO** to not choose it. |
| | | **HTTP TEST** | **YES**<br><br>**NO*** | This test checks operation of HTTP by retrieving predefined pages from the product, and tests the embedded Web server.<br><br>Select **YES** to choose this test, or **NO** to not choose it. |

**Table 2-1 Embedded Jetdirect menu (continued)**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| | | **SNMP TEST** | **YES**<br>**NO*** | This test checks operation of SNMP communications by accessing predefined SNMP objects on the product.<br><br>Select **YES** to choose this test, or **NO** to not choose it. |
| | | **DATA PATH TEST** | **YES**<br>**NO*** | This test helps to identify data path and corruption problems on an HP postscript level 3 emulation product. It sends a predefined PS file to the product, However, the test is paperless; the file will not print.<br><br>Select **YES** to choose this test, or **NO** to not choose it. |
| | | **SELECT ALL TESTS** | **YES**<br>**NO*** | Use this item to select all available embedded tests.<br><br>Select **YES** to choose all tests. Select **NO** to select individual tests. |
| | | **EXECUTION TIME [H]** | | Use this item to specify the length of time (in hours) that an embedded test will be run. You can select a value from 0 to 24 hours. If you select zero (0), the test runs indefinitely until an error occurs or the product is turned off.<br><br>Data gathered from the HTTP, SNMP, and Data Path tests is printed after the tests have completed. |
| | | **EXECUTE** | **YES**<br>**NO*** | **NO**: Do not initiate the selected tests.<br><br>**YES**: Initiate the selected tests. |
| | **PING TEST** | | | This test is used to check network communications. This test sends link-level packets to a remote network host, then waits for an appropriate response. To run a ping test, set the following items: |
| | | **DEST TYPE** | **IPV4**<br>**IPV6** | Specify whether the target product is an IPv4 or IPv6 node. |
| | | **DEST IPV4** | | Type the IPv4 address. |
| | | **DEST IPV6** | | Type the IPv6 address. |
| | | **PACKET SIZE** | | Specify the size of each packet, in bytes, to be sent to the remote host. The minimum is 64 (default) and the maximum is 2048. |
| | | **TIMEOUT** | | Specify the length of time, in seconds, to wait for a response from the remote host. The default is 1 and the maximum is 100. |
| | | **COUNT** | | Specify the number of ping test packets to send for this test. Select a value from 0 to 100. The default is 4. To configure the test to run continuously, select 0. |

**Table 2-1 Embedded Jetdirect menu (continued)**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| | | **PRINT RESULTS** | **YES**<br>**NO*** | If the ping test was not set for continuous operation, you can choose to print the test results. Select **YES** to print results. If you select **NO**, results are not printed. |
| | | **EXECUTE** | **YES**<br>**NO*** | Specify whether to initiate the ping test. Select **YES** to initiate the test, or **NO** to not run the test. |
| | **PING RESULTS** | | | Use this item to view the ping test status and results using the control panel display. You can select the following items: |
| | | **PACKETS SENT** | | Shows the number of packets (0 - 65535) sent to the remote host since the most recent test was initiated or completed. The default is 0. |
| | | **PACKETS RECEIVED** | | Shows the number of packets (0 - 65535) received from the remote host since the most recent test was initiated or completed. The default is 0. |
| | | **PERCENT LOST** | | Shows the percent (0 to 100) of ping test packets that were sent with no response from the remote host since the most recent test was initiated or completed. The default is 0. |
| | | **RTT MIN** | | Shows the minimum detected roundtrip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response. The default is 0. |
| | | **RTT MAX** | | Shows the maximum detected roundtrip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response. The default is 0. |
| | | **RTT AVERAGE** | | Shows the average round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response. The default is 0. |
| | | **PING IN PROGRESS** | **YES**<br>**NO*** | Shows whether a ping test is in progress. **YES** indicates a test in progress, and **NO** indicates that a test completed or was not run. |

**Table 2-1 Embedded Jetdirect menu (continued)**

| Item | Sub-item | Sub-item | Sub-item | Description |
|---|---|---|---|---|
| | | **REFRESH** | **YES**<br><br>**NO*** | When viewing the ping test results, this item updates the ping test data with current results. Select **YES** to update the data, or **NO** to maintain the existing data. However, a refresh automatically occurs when the menu times out or you manually return to the main menu. |
| **LINK SPEED** | | | **AUTO***<br><br>**10T HALF**<br><br>**10T FULL**<br><br>**100TX HALF**<br><br>**100TX FULL**<br><br>**100TX AUTO**<br><br>**1000T FULL** | The link speed and communication mode of the print server must match the network. The available settings depend on the product and installed print server. Select one of the following link configuration settings:<br><br>**CAUTION:** If you change the link setting, network communications with the print server and network product might be lost.<br><br>**AUTO**: The print server uses auto-negotiation to configure itself with the highest link speed and communication mode allowed. If auto-negotiation fails, either **100TX HALF** or **10T HALF** is set depending on the detected link speed of the hub/switch port. (A 1000T half-duplex selection is not supported.)<br><br>**10T HALF**: 10 Mbps, half-duplex operation.<br><br>**10T FULL**: 10 Mbps, full-duplex operation.<br><br>**100TX HALF**: 100 Mbps, half-duplex operation.<br><br>**100TX FULL**: 100 Mbps, full-duplex operation.<br><br>**100TX AUTO**: Limits auto-negotiation to a maximum link speed of 100 Mbps.<br><br>**1000T FULL**: 1000 Mbps, full-duplex operation. |

## Resets menu

The **RESETS** menu allows you to reset factory settings, and disable or enable sleep mode.

**To display:** Press the Home button, select the **CONFIGURE DEVICE** menu, and then select the **RESETS** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **RESTORE FACTORY SETTINGS** | | | Allows you to clear the page buffer, remove all perishable personality data, reset the printing environment, and return most settings to factory defaults. |
| **CALIBRATION RESET** | | | Resets calibration values on the formatter. |
| **SLEEP MODE** | | **OFF**<br>**ON*** | If **SLEEP MODE** is **OFF**, the product will never enter power save mode and no asterisk will appear next to any item when the user enters the menu item **SLEEP DELAY**. |

## Diagnostics menu

The **DIAGNOSTICS** menu allows you to run tests that can help you identify and solve problems with the product.

**To display:** Press the Home button, and then select the **DIAGNOSTICS** menu.

**NOTE:** Values that have an asterisk (*) are the factory-default values. Some menu items have no default.

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **PRINT EVENT LOG** | | | Prints a report containing the last 50 entries in the product's event log, starting with the most recent. |
| **SHOW EVENT LOG** | | | Displays the last 50 events, starting with the most recent. |
| **PQ TROUBLESHOOTING** | | | Prints a page that includes instructions, pages for each color, a demo page, and a configuration page. These pages can help isolate print-quality problems. |
| **PRINT DIAGNOSTICS PAGE** | | | Prints a page that can assist in diagnosing product problems. |
| **DISABLE CARTRIDGE CHECK** | | | This item allows you to remove a print cartridge to help determine which cartridge is the source of a problem. |

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **PAPER PATH SENSORS** | | | Performs a test on each of the product's sensors to determine if they are working correctly and displays the status of each sensor. |
| **PAPER PATH TEST** | | | Tests the paper-handling features of the product, such as the configuration of the trays. |
| | **PRINT TEST PAGE** | | Generates a page for testing the paper-handling features. You must define the path for the test in order to test specific paper paths. |
| | **SOURCE** | **ALL TRAYS**<br>**TRAY 1**<br>**TRAY 2***<br>**TRAY 3**<br>**TRAY 4**<br>**TRAY 5** | Specifies whether the test page is printed from all trays or from a specific tray. |
| | **DUPLEX** | **OFF**<br>**ON** | Determines whether the duplexer is included in the test.<br>**NOTE:** This option is available only for models that have an automatic duplexer. |
| | **COPIES** | **1***<br>**10**<br>**50**<br>**100**<br>**500** | Determines how many pages should be sent from the specified source as part of the test. |
| **MANUAL SENSOR TEST** | | | Performs tests to determine whether the paper path sensors are operating correctly. |
| **MANUAL SENSOR TEST 2** | | | Performs additional tests to determine whether the paper path sensors are operating correctly. |
| **COMPONENT TEST** | A list of available components appears. | | Activate individual parts independently to isolate noise, leaking, and other hardware issues. |
| **PRINT/STOP TEST** | | Range is 0 - 60,000 milliseconds. The default is 0. | Isolates print quality faults more accurately by stopping the product in mid-print cycle, which allows you to see where the image begins to degrade. This causes a jam message that might need to be manually cleared. A service representative should perform this test. |

| Item | Sub-item | Values | Description |
|---|---|---|---|
| **COLOR BAND TEST** | **PRINT TEST PAGE** | | Prints a color band test page that is used to identify arcing in the high-voltage power supply. |
| | **COPIES** | Range is 1 to 30. The default value is 1. | Specify how many copies of the internal page are printed. |

## Service menu

The **SERVICE** menu is locked and requires a PIN for access. This menu is intended for use by authorized service personnel.

# 3 Software for Windows


- Supported operating systems for Windows
- Supported printer drivers for Windows
- Select the correct printer driver for Windows
- Priority for print settings
- Change printer-driver settings for Windows
- Remove software for Windows
- Supported utilities for Windows
- Software for other operating systems

# Supported operating systems for Windows

The product supports the following Windows operating systems:

- Windows XP (32-bit and 64-bit)
- Windows Server 2003 (32-bit and 64-bit)
- Windows Server 2008 (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)

# Supported printer drivers for Windows

- HP PCL 6 (this is the default printer driver)
- HP postscript emulation Universal Print Driver (HP UPD PS)
- HP PCL 5 Universal Print Driver (HP UPD PCL 5)

The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and drop-down lists that are in the printer driver.

**NOTE:** For more information about the UPD, see www.hp.com/go/upd.

# Select the correct printer driver for Windows

Printer drivers provide access to the product features and allow the computer to communicate with the product (using a printer language). The following printer drivers are available at www.hp.com/go/cljcp4025_software or www.hp.com/go/cljcp4525_software.

| | |
|---|---|
| **HP PCL 6 driver** | • Provided as the default driver. This driver is automatically installed unless you select a different one.<br>• Recommended for all Windows environments<br>• Provides the overall best speed, print quality, and product-feature support for most users<br>• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments<br>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5 |
| **HP UPD PS driver** | • Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs<br>• Provides support for printing from postscript emulation needs, or for postscript flash font support |
| **HP UPD PCL 5** | • Recommended for general office printing in Windows environments<br>• Compatible with previous PCL versions and older HP LaserJet products<br>• The best choice for printing from third-party or custom software programs<br>• The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe)<br>• Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models<br>• Preferred when printing to multiple printer models from a mobile Windows computer |

## HP Universal Print Driver (UPD)

The HP Universal Print Driver (UPD) for Windows is a single driver that gives you instant access to virtually any HP LaserJet product, from any location, without downloading separate drivers. It is built on proven HP print driver technology and has been tested thoroughly and used with many software programs. It is a powerful solution that performs consistently over time.

The HP UPD communicates directly with each HP product, gathers configuration information, and then customizes the user interface to show the product's unique, available features. It automatically enables features that are available for the product, such as two-sided printing and stapling, so you do not need to enable them manually.

For more information, go to www.hp.com/go/upd.

## UPD installation modes

| | |
|---|---|
| Traditional mode | • Use this mode if you are installing the driver from a CD for a single computer.<br>• When installed from the CD that comes with the product, UPD operates like traditional printer drivers. It operates with a specific product.<br>• If you use this mode, you must install UPD separately for each computer and for each product. |
| Dynamic mode | • To use this mode, download UPD from the Internet. See www.hp.com/go/upd.<br>• Dynamic mode allows you to use a single driver installation, so you can discover and print to HP products in any location.<br>• Use this mode if you are installing UPD for a workgroup. |

# Priority for print settings

Changes to print settings are prioritized depending on where the changes are made:

**NOTE:** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.
- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and usually do not override changes made in the **Page Setup** dialog box.
- **Printer Properties dialog box (printer driver)**: Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box usually do not override settings anywhere else in the printing software. You can change most of the print settings here.
- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

# Change printer-driver settings for Windows

## Change the settings for all print jobs until the software program is closed

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.

The steps can vary; this procedure is most common.

## Change the default settings for all print jobs

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**.

   **Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**.

   **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.
2. Right-click the driver icon, and then select **Printing Preferences**.

## Change the product configuration settings

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**.

   **Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**.

   **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.
2. Right-click the driver icon, and then select **Properties**.
3. Click the **Device Settings** tab.

# Remove software for Windows

### Windows XP

1. Click **Start**, **Control Panel**, and then **Add or Remove Programs**.
2. Find and select the product from the list.
3. Click the **Change/Remove** button to remove the software.

### Windows Vista

1. Click **Start**, **Control Panel**, and then **Programs and Features**.
2. Find and select the product from the list.
3. Select the **Uninstall/Change** option.

# Supported utilities for Windows

## HP Web Jetadmin

HP Web Jetadmin is a simple print and imaging peripheral management software tool that helps optimize product use, control color costs, secure products, and streamline supplies management by enabling remote configuration, proactive monitoring, security troubleshooting, and reporting of printing and imaging products.

To download a current version of HP Web Jetadmin and for the latest list of supported host systems, visit www.hp.com/go/webjetadmin.

When installed on a host server, a Windows client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer) by navigating to the HP Web Jetadmin host.

## HP Embedded Web Server

The product is equipped with the HP Embedded Web Server, which provides access to information about product and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, Apple Safari, or Mozilla Firefox.

The HP Embedded Web Server resides on the product. It is not loaded on a network server.

The HP Embedded Web Server provides an interface to the product that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the HP Embedded Web Server, type the IP address for the product in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Print information pages on page 154).

For a complete explanation of the features and functionality of the HP Embedded Web Server, see Use the HP Embedded Web Server on page 158.

## HP Easy Printer Care

HP Easy Printer Care software is a program that you can use for the following tasks:

- Check the product status
- Check the supplies status and use HP SureSupply to shop online for supplies
- Set up alerts
- View product usage reports
- View product documentation
- Gain access to troubleshooting and maintenance tools
- Use HP Proactive Support to routinely scan your printing system and to prevent potential problems. HP Proactive Support can update software, firmware, and HP printer drivers.

You can view HP Easy Printer Care software when the product is directly connected to your computer or when it is connected to a network.

| | |
|---|---|
| **Supported operating systems** | • Microsoft Windows XP, Service Pack 2 (32-bit and 64-bit)<br>• Microsoft Windows Server 2003, Service Pack 1 (32-bit and 64-bit)<br>• Microsoft Windows Server 2008 (32-bit and 64-bit)<br>• Microsoft Windows Vista™ (32-bit and 64-bit) |
| **Supported browsers** | • Microsoft Internet Explorer 6.0 or 7.0 |

To download HP Easy Printer Care software, go to www.hp.com/go/easyprintercare. This Web site also provides updated information about supported browsers and a list of HP products that support HP Easy Printer Care software.

For more information about using HP Easy Printer Care software, see Use the HP Easy Printer Care software on page 155.

# Software for other operating systems

| OS | Software |
| --- | --- |
| UNIX | For HP-UX and Solaris networks, go to www.hp.com/support/go/jetdirectunix_software to install model scripts using the HP Jetdirect printer installer (HPPI) for UNIX.<br><br>For the latest model scripts, go to www.hp.com/go/unixmodelscripts. |
| Linux | For information, go to www.hp.com/go/linuxprinting. |

# 4 Use the product with Mac


- Software for Mac
- Print with Mac

# Software for Mac

## Supported operating systems for Mac

The product supports the following Mac operating systems:

- Mac OS X 10.4, 10.5, 10.6, and later

**NOTE:** For Mac OS X 10.4 and later, PPC and Intel® Core™ Processor Macs are supported.

## Supported printer drivers for Mac

The HP LaserJet software installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Printer Utility for use with Mac OS X computers. The HP printer PPD and PDE files, in combination with the built-in Apple PostScript printer drivers, provide full printing functionality and access to specific HP printer features.

## Remove software from Mac operating systems

You must have administrator rights to remove the software.

### Mac OS X 10.4

1. Open **System Preferences**.
2. Select **Print & Fax**.
3. Highlight the product.
4. Click the minus (-) symbol.
5. Delete the print queue, if necessary.
6. Restart the computer.
7. Empty the trash.

### Mac OS X 10.5 and 10.6

1. Browse to the following folder:

   `Library/Printers/PPDs/Contents/Resources`

2. Delete the .GZ file for this product.

## Priority for print settings for Mac

Changes to print settings are prioritized depending on where the changes are made:

**NOTE:** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here might override settings changed anywhere else.
- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.
- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

## Change printer-driver settings for Mac

| Change the settings for all print jobs until the software program is closed | Change the default settings for all print jobs | Change the product configuration settings |
|---|---|---|
| 1. On the **File** menu, click the**Print** button.<br>2. Change the settings that you want on the various menus. | 1. On the **File** menu, click the**Print** button.<br>2. Change the settings that you want on the various menus.<br>3. On the **Presets** menu, click the **Save As...** option and type a name for the preset.<br>These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print. | **Mac OS X 10.4**<br>1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Click the **Printer Setup** button.<br>3. Click the **Installable Options** menu.<br>**Mac OS X 10.5 and 10.6**<br>1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Select the product in the left side of the window.<br>3. Click the **Options & Supplies** button.<br>4. Click the **Driver** tab.<br>5. Configure the installed options. |

# Software for Mac computers

## HP Printer Utility for Mac

Use the HP Printer Utility to set up product features that are not available in the printer driver.

You can use the HP Printer Utility when the product uses a universal serial bus (USB) cable or is connected to a TCP/IP-based network.

### Open the HP Printer Utility

| | |
|---|---|
| Mac OS X 10.4 | 1. Open the Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.<br>2. Select the product that you want to configure, and then click **Utility**. |
| Mac OS X 10.5 and 10.6 | 1. From the **Printer Browser** menu, click **Printer Utility**.<br>**-or-**<br>From the **Print Queue**, click the **Utility** icon. |

### HP Printer Utility features

The HP Printer Utility consists of pages that you open by clicking in the **Configuration Settings** list. The following table describes the tasks that you can perform from these pages.

| Menu | Item | Description |
|---|---|---|
| **Information And Support** | **Supplies Status** | Shows the product supplies status and provides links for online supplies-ordering. |
| | **Device Information** | Shows information about the currently selected product. |
| | **HP Support** | Provides access to technical assistance, online supplies ordering, online registration, and recycling and return information. |
| | **Color Usage** | Shows the total pages printed, the number of pages printed in color, and the number of pages printed in black only. |
| | **File Upload** | Transfers files from the computer to the product. |
| | **Upload Fonts** | Transfers font files from the computer to the product. |
| **Printer Settings** | **Trays Configuration** | Changes the default tray settings. |
| | **Duplex Mode** | Turns on the automatic two-sided printing mode. |
| | **Stored Jobs** | Manages print jobs that are stored on the product hard disk. |
| | **E-mail Alerts** | Configures the product to send e-mail notices for certain events. |
| | **Network Settings** | Configures the network settings, such as the IPv4 and IPv6 settings. |
| | **Bonjour Settings** | Configures the Bonjour name and service priorities. |
| | **Supplies Management** | Configures how the product should behave when supplies are nearing the end of their estimated life. |
| | **Restrict Color** | Configures color-printing restrictions for specific users and software programs. |

| Menu | Item | Description |
| --- | --- | --- |
| | **Protect Direct Ports** | Disables printing over USB or parallel ports. |
| | **Additional Settings** | Provides access to the embedded Web server. |

# Supported utilities for Mac

## HP Embedded Web Server

The product is equipped with an embedded Web server, which provides access to information about product and network activities. For more information, see Features on page 159.

# Print with Mac

## Create and use printing presets with Mac

Use printing presets to save the current printer driver settings for reuse.

### Create a printing preset

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Select the print settings that you want to save for reuse.
4. In the **Presets** menu, click the **Save As...** option, and type a name for the preset.
5. Click the **OK** button.

### Use printing presets

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. In the **Presets** menu, select the printing preset.

**NOTE:** To use printer-driver default settings, select the **standard** option.

## Resize documents or print on a custom paper size with Mac

| | |
|---|---|
| **Mac OS X 10.4, 10.5, and 10.6** | 1. On the **File** menu, click the **Page Setup** option.<br>2. Select the product, and then select the correct settings for the **Paper Size** and **Orientation** options. |
| **Mac OS X 10.5 and 10.6**<br>Use one of these methods. | 1. On the **File** menu, click the **Print** option.<br>2. Click the **Page Setup** button.<br>3. Select the product, and then select the correct settings for the **Paper Size** and **Orientation** options. |
| | 1. On the **File** menu, click the **Print** option.<br>2. Open the **Paper Handling** menu.<br>3. In the **Destination Paper Size** area, click the **Scale to fit paper size** box, and then select the size from the drop-down list. |

## Print a cover page with Mac

1. On the **File** menu, click the **Print** option.
2. Select the driver.

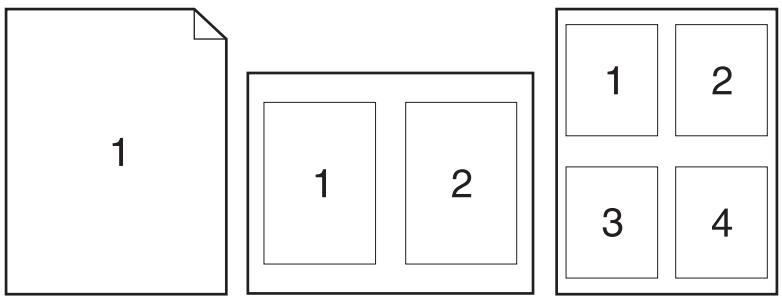
3. Open the **Cover Page** menu, and then select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
4. In the **Cover Page Type** menu, select the message that you want to print on the cover page.

**NOTE:** To print a blank cover page, select the **standard** option from the **Cover Page Type** menu.

## Use watermarks with Mac

1. On the **File** menu, click the **Print** option.
2. Open the **Watermarks** menu.
3. From the **Mode** menu, select the type of watermark to use. Select the **Watermark** option to print a semi-transparent message. Select the **Overlay** option to print a message that is not transparent.
4. From the **Pages** menu, select whether to print the watermark on all pages or on the first page only.
5. From the **Text** menu, select one of the standard messages, or select the **Custom** option and type a new message in the box.
6. Select options for the remaining settings.

## Print multiple pages on one sheet of paper with Mac




1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Layout** menu.
4. From the **Pages per Sheet** menu, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.

## Print on both sides of the page (duplex printing) with Mac

### Use automatic duplex printing

1. Insert enough paper into one of the trays to accommodate the print job.
2. On the **File** menu, click the **Print** option.
3. Open the **Layout** menu.
4. From the **Two-Sided** menu, select a binding option.

### Print on both sides manually

1. Insert enough paper into one of the trays to accommodate the print job.
2. On the **File** menu, click the **Print** option.
3. Open the **Finishing** menu, and click the **Manual Duplex** tab or open the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in Tray 1 for printing the second half.
6. Go to the printer, and remove any blank paper that is in Tray 1.
7. Insert the printed stack face-up with the bottom edge feeding into the printer first in Tray 1. You *must* print the second side from Tray 1.
8. If prompted, press the appropriate control-panel button to continue.

## Store jobs with Mac

You can store jobs on the product so you can print them at any time. You can share stored jobs with other users, or you can make them private.

1. On the **File** menu, click the **Print** option.
2. Open the **Job Storage** menu.
3. In the **Job Storage Mode** drop-down list, select the type of stored job.
    - **Proof and Hold**: This feature provides a quick way to print and proof one copy of a job and then print more copies.
    - **Personal Job**: When you send a job to the product, the job does not print until you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.
    - **Quick Copy**: If the optional hard disk is installed on the product, you can print the requested number of copies of a job and then store a copy of the job on the optional hard disk. Storing the job allows you to print additional copies of the job later.
    - **Stored Job**: If the optional hard disk is installed on the product, you can store a job such as a personnel form, time sheet, or calendar on the product and allow other users to print the job at any time. Stored jobs also can be protected by a PIN.

4. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

   Select which option to use if another stored job already has that name.

| | |
|---|---|
| **Use Job Name + (1 - 99)** | Append a unique number to the end of the job name. |
| **Replace Existing File** | Overwrite the existing stored job with the new one. |

5. If you selected the **Stored Job** or **Personal Job** option in step 3, you can protect the job with a PIN. Type a 4-digit number in the **Use PIN to Print** field. When other people attempt to print this job, the product prompts them to enter this PIN number.

## Set the color options with Mac

Use the **Color Options** menu or the **Color/Quality Options** menu to control how colors are interpreted and printed from software programs.

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Color Options** menu or the **Color/Quality Options** menu.
4. Open the **Advanced** menu, or select the appropriate tab.
5. Adjust the individual settings for text, graphics, and photographs.

## Use the Services menu with Mac

If the product is connected to a network, use the **Services** menu to obtain product and supply-status information.

1. On the **File** menu, click the **Print** option.
2. Open the **Services** menu.
3. To open the embedded Web server and perform a maintenance task, do the following:
   a. Select the **Device Maintenance** tab.
   b. Select a task from the drop-down list.
   c. Click the **Launch** button.
4. To go to various support Web sites for this product, do the following:
   a. Select the **Services on the Web** tab.
   b. Select an option from the menu.
   c. Click the **Go!** button.

# 5 Connect the product


- Supported network operating systems
- Connect with USB
- Connect to a network

# Supported network operating systems

The following operating systems support network printing:

- Windows Vista (32-bit and 64-bit)
- Windows Server 2008 (32-bit and 64-bit)
- Windows XP (32-bit, Service Pack 2)
- Windows XP (64-bit, Service Pack 1)
- Windows Server 2003 (Service Pack 1, 32-bit and 64-bit)
- Mac OS X 10.4, 10.5, 10.6, and higher

**NOTE:** Most network operating systems support a full software installation.

## Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.

# Connect with USB

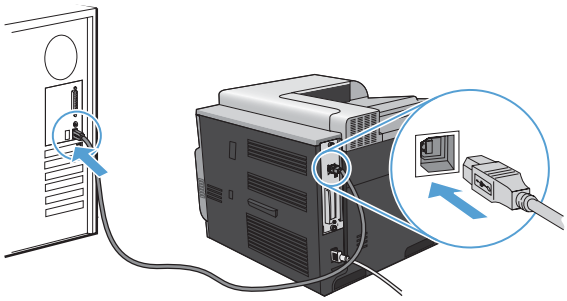
This product supports a USB 2.0 connection. You must use an A-to-B type USB cable that is no longer than 2 m (6.5 ft).

△ **CAUTION:** Do not connect the USB cable until the installation software prompts you to connect it.

## CD installation

### Windows

1. Quit all open programs on the computer.
2. Install the software from the CD, and follow the onscreen instructions.
3. When prompted, select the **Connected directly to the computer** option, and then click the **Install** button.
4. When the software prompts you, connect the USB cable to the product and the computer.



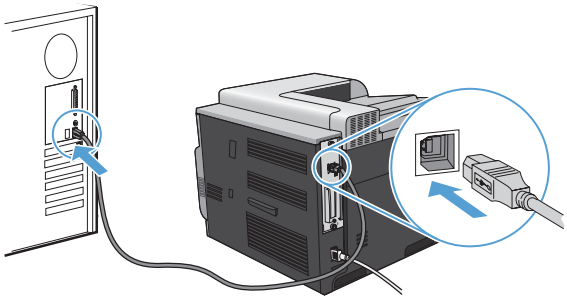
5. At the end of the installation, click the **Finish** button.
6. On the **Additional Options** screen, you can install more software, or click the **Exit** button.
7. Print a page from any program to make sure that the software is correctly installed.

**NOTE:** If the installation failed, reinstall the software.

### Mac

1. Install the software from the CD.
2. Click the product icon, and follow the onscreen instructions.
3. Click the **Close** button.

4. Connect the USB cable between the product and the computer.



5. To configure the product software to recognize the installed accessories, complete these steps:

| | |
|---|---|
| Mac OS X 10.4 | 1. From the Apple menu, click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Click the **Printer Setup** button.<br>3. Click the **Installable Options** menu. |
| Mac OS X 10.5 and 10.6 | 1. From the Apple menu, click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Select the product in the left side of the window.<br>3. Click the **Options & Supplies** button.<br>4. Click the **Driver** tab.<br>5. Configure the installed options.<br>**NOTE:** For Mac OS X 10.5 and 10.6, the installation procedure should automatically configure the installed options. |

6. Print a page from any program to make sure that the software is correctly installed.

**NOTE:** If the installation failed, reinstall the software.

# Connect to a network

You can configure network parameters from the control panel, the HP Embedded Web Server, or for most networks, from the HP Web Jetadmin software.

**NOTE:** HP Web Jetadmin software is not supported on Mac OS X operating systems.

For a complete list of supported networks and for instructions on configuring network parameters from software, see the *HP Jetdirect Embedded Print Server Administrator's Guide*. The guide comes with products in which an HP Jetdirect embedded print server is installed.

## Supported network protocols

The product supports the TCP/IP network protocol, the most widely used and accepted networking protocol. Many networking services utilize this protocol. The following tables list the supported networking services and protocols.

**Table 5-1 Printing**

| Service name | Description |
|---|---|
| port9100 (Direct Mode) | Printing service |
| Line printer daemon (LPD) | Printing service |
| Advanced LPD (custom LPD queues) | Protocol and programs associated with line-printer spooling services installed on TCP/IP systems. |
| FTP | TCP/IP utility for transferring data between systems. |
| WS Print | Uses the Microsoft Web Services for Devices (WSD) Print services on the HP Jetdirect print server. |
| WS Discovery | Allows Microsoft WS discovery protocols on the HP Jetdirect print server. |

**Table 5-2 Network device discovery**

| Service name | Description |
|---|---|
| SLP (Service Location Protocol) | Device-discovery protocol, used to help find and configure network devices. Used primarily by Microsoft-based programs. |
| Bonjour | Device-discovery protocol, used to help find and configure network devices. Used primarily by Apple Macintosh-based programs. |

**Table 5-3 Messaging and management**

| Service name | Description |
|---|---|
| HTTP (Hyper Text Transfer Protocol) | Allows Web browsers to communicate with embedded Web server. |
| EWS (embedded Web server) | Allows you to manage the product through a Web browser. |
| SNMP (Simple Network Management Protocol) | Used by network applications for product management. SNMP v1, SNMP v3, and standard MIB-II (Management Information Base) objects are supported. |
| LLMNR (Link Local Multicast Name Resolution) | Specifies if the product responds to LLMNR requests over IPv4 and IPv6. |
| TFTP Configuration | Allows you to use TFTP to download a configuration file containing additional configuration parameters, such as SNMP or non-default settings, for an HP Jetdirect print server. |

**Table 5-4 IP addressing**

| Service name | Description |
|---|---|
| DHCP (Dynamic Host Configuration Protocol) | For automatic IP address assignment. The product supports IPv4 and IPv6. The DHCP server provides the product with an IP address. Generally, no user intervention is required for the product to obtain an IP address from a DHCP server. |

**Table 5-4 IP addressing (continued)**

| Service name | Description |
|---|---|
| BOOTP (Bootstrap Protocol) | For automatic IP address assignment. The BOOTP server provides the product with an IP address. Requires the administrator to input a product's MAC hardware address on the BOOTP server for the product to obtain an IP address from that server. |
| Auto IP | For automatic IP address assignment. If neither a DHCP server nor a BOOTP server is present, the product uses this service to generate a unique IP address. |

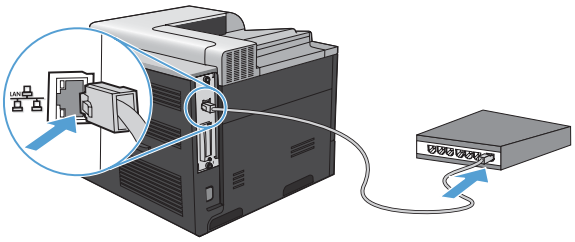
**Table 5-5 Security features**

| Service name | Description |
|---|---|
| IPsec/Firewall | Provides network-layer security on IPv4 and IPv6 networks. A firewall provides simple control of IP traffic. IPsec provides additional protection through authentication and encryption protocols. |
| Kerberos | Allows you to exchange private information across an open network by assigning a unique key, called a ticket, to each user who logs on to the network. The ticket is then embedded in messages to identify the sender. |
| SNMP v3 | Employs a user-based security model for SNMP v3, which provides user authentication and data privacy through encryption. |
| Access control list (ACL) | Specifies the individual host systems, or networks of host systems, that are allowed to access the HP Jetdirect print server and the attached network product. |
| SSL/TLS | Allows you to transmit private documents via the Internet and guarantee privacy and data integrity between the client and server applications. |
| IPsec batch configuration | Provides network-layer security through the simple control of IP traffic to and from the product. This protocol provides the benefits of encryption and authentication and allows for multiple configurations. |

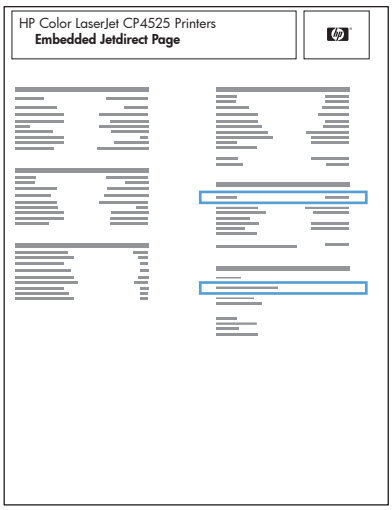
# Install the product on a wired network

## Configure the IP address

1. Connect the network cable to the product and to the network.



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. At the product control panel, press the Home button .
4. Press the down arrow ▼ to highlight the **INFORMATION** menu, and then press the OK button.
5. Press the down arrow ▼ to highlight the **PRINT CONFIGURATION** menu, and then press the OK button.
6. Find the IP address on the Embedded Jetdirect page.




7. **IPv4**: If the IP address is 0.0.0.0, or 192.0.0.192, or 169.254.x.x, you must manually configure the IP address. See Manually configure IPv4 TCP/IP parameters from the control panel on page 77. Otherwise, the network configuration was successful.

   **IPv6**: If the IP address begins with "fe80:", the product should be able to print. If not, you must manually configure the IP address. See Manually configure IPv6 TCP/IP parameters from the control panel on page 78

## Install the software

### Windows

1. Quit all programs on the computer.
2. Install the software from the CD.
3. Follow the onscreen instructions.
4. When prompted, select the **Connected via the Network** option, and then click the **Install** button.
5. From the list of available printers, select the printer that has the correct IP address.
6. Click the **Finish** button.
7. On the **Additional Options** screen, you can install more software, or click the **Exit** button.
8. Print a page from any program to make sure that the software is correctly installed.

**NOTE:** If the installation failed, reinstall the software.

### Mac

1. Quit all programs on the computer.
2. Install the software from the CD.
3. Click the product icon, and follow the onscreen instructions.
4. Click the **Close** button when the installation is complete.
5. At the computer, open the Apple menu, click the **System Preferences** menu, and then click the **Print & Fax** icon.
6. Click the plus symbol (+).

   By default, Mac OS X uses the Bonjour method to find the driver and add the product to the printer pop-up menu. This method is best in most situations. If Mac OS X cannot find the HP printer driver, an error message displays. Reinstall the software.

   If you are connecting the product to a large network, you might need to use IP printing to connect rather than Bonjour. Follow these steps:

   a. Click the **IP Printer** button.

   b. From the **Protocol** drop-down list, select the **HP Jetdirect-Socket** option. Enter the IP address or host name for the product. From the **Print Using** drop-down list, select the product model if one is not already selected.

7. To configure the product to recognize the installed accessories, complete these steps:

| | |
|---|---|
| Mac OS X 10.4 | 1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Click the **Printer Setup** button.<br>3. Click the **Installable Options** menu. |
| Mac OS X 10.5 and 10.6 | 1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Select the product in the left side of the window.<br>3. Click the **Options & Supplies** button.<br>4. Click the **Driver** tab.<br>5. Configure the installed options.<br>**NOTE:** For Mac OS X 10.5 and 10.6, the installation procedure should automatically configure the installed options. |

8. Print a page from any program to make sure that the software is correctly installed.

**NOTE:** If the installation failed, reinstall the software.

# Configure network settings

## View or change network settings

Use the embedded Web server to view or change IP configuration settings.

1. Print a configuration page, and locate the IP address.
   - If you are using IPv4, the IP address contains only digits. It has this format:

     `xxx.xxx.xxx.xxx`
   - If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:

     `xxxx::xxxx:xxxx:xxxx:xxxx`
2. To open the embedded Web server, type the IP address into the address line of a Web browser.
3. Click the **Networking** tab to obtain network information. You can change settings as needed.

## Set or change the network password

Use the embedded Web server to set a network password or change an existing password.

1. Open the embedded Web server, click the **Networking** tab, and click the **Security** link.

   **NOTE:** If a password has previously been set, you are prompted to type the password. Type the password, and then click the **Apply** button.
2. Type the new password in the **New Password** box and in the **Verify password** box.
3. At the bottom of the window, click the **Apply** button to save the password.

## Manually configure IPv4 TCP/IP parameters from the control panel

Use the control-panel menus to manually set an IPv4 address, subnet mask, and default gateway.

1. Press the Home button .
2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.
   a. **CONFIGURE DEVICE**
   b. **I/O**
   c. **EMBEDDED JETDIRECT MENU**
   d. **TCP/IP**
   e. **IPV4 SETTINGS**
   f. **CONFIG METHOD**
   g. **MANUAL**
   h. **MANUAL SETTINGS**
   i. **IP ADDRESS**, **SUBNET MASK**, or **DEFAULT GATEWAY**
3. Press the up arrow ▲ or the down arrow ▼ to increase or decrease the number for the first byte of the IP address, subnet mask, or default gateway.
4. Press the OK button to move to the next set of numbers, or press the back arrow ⮌ to move to the previous set of numbers.
5. Repeat steps 3 and 4 until the IP address, subnet mask, or default gateway is complete, and then press the OK button to save the setting.
6. Press the Home button to return to the **Ready** state.

## Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel menus to manually set an IPv6 address.

1. Press the Home button .
2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.
   a. **CONFIGURE DEVICE**
   b. **I/O**
   c. **EMBEDDED JETDIRECT MENU**
   d. **TCP/IP**
   e. **IPV6 SETTINGS**
   f. **ADDRESS**
   g. **MANUAL SETTINGS**
   h. **ENABLE**
   i. **ON**
   j. **ADDRESS**
3. Press the up arrow ▲ or the down arrow ▼ to select the first character of the address. Press the OK button.

   Repeat this process for each character in the address.

**NOTE:** You must press the OK button after entering each character.

4. Press the up arrow ▲ or the down arrow ▼ to select the stop character ⊗. Press the OK button.
5. Press the Home button to return to the **Ready** state.

## Link speed and duplex settings

The link speed and communication mode of the print server must match the network. For most situations, leave the product in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the product from communicating with other network devices. If you need to make changes, use the product control panel.

**NOTE:** Making changes to these settings causes the product to turn off and then on. Make changes only when the product is idle.

1. Press the Home button .
2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.
   a. **CONFIGURE DEVICE**
   b. **I/O**
   c. **EMBEDDED JETDIRECT MENU**
   d. **LINK SPEED**
3. Press the down arrow ▼ to highlight one of the following options.

| Setting | Description |
|---|---|
| **AUTO** | The print server automatically configures itself for the highest link speed and communication mode allowed on the network. |
| **10T HALF** | 10 megabytes per second (Mbps), half-duplex operation |
| **10T FULL** | 10 Mbps, full-duplex operation |
| **100TX HALF** | 100 Mbps, half-duplex operation |
| **100TX FULL** | 100 Mbps, full-duplex operation |
| **100TX AUTO** | Limits auto-negotiation to a maximum link speed of 100 Mbps |
| **1000T FULL** | 1000 Mbps, full-duplex operation |

4. Press the OK button. The product turns off and then on.

# 6 Paper and print media


- Understand paper use
- Change the printer driver to match the paper type and size
- Supported paper sizes
- Supported paper types
- Load paper trays
- Configure trays

# Understand paper use

This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause poor print quality, increased jams, and premature wear on the product.

For best results, use only HP-brand paper and print media designed for laser printers or multiuse. Do not use paper or print media made for inkjet printers. Hewlett-Packard Company cannot recommend the use of other brands of media because HP cannot control their quality.

It is possible for paper to meet all of the guidelines in this user guide and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and/or humidity levels, or other variables over which Hewlett-Packard has no control.

△ **CAUTION:** Using paper or print media that does not meet Hewlett-Packard's specifications might cause problems for the product, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

## Special paper guidelines

This product supports printing on special media. Use the following guidelines to obtain satisfactory results. When using special paper or print media, be sure to set the type and size in the printer driver to obtain the best results.

△ **CAUTION:** HP LaserJet products use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper could damage the product.

| Media type | Do | Do not |
|---|---|---|
| Envelopes | • Store envelopes flat.<br>• Use envelopes where the seam extends all the way to the corner of the envelope.<br>• Use peel-off adhesive strips that are approved for use in laser printers. | • Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged.<br>• Do not use envelopes that have clasps, snaps, windows, or coated linings.<br>• Do not use self-stick adhesives or other synthetic materials. |
| Labels | • Use only labels that have no exposed backing between them.<br>• Use labels that lie flat.<br>• Use only full sheets of labels. | • Do not use labels that have wrinkles or bubbles, or are damaged.<br>• Do not print partial sheets of labels. |
| Transparencies | • Use only transparencies that are approved for use in color laser printers.<br>• Place transparencies on a flat surface after removing them from the product. | • Do not use transparent print media not approved for laser printers. |
| Letterhead or preprinted forms | • Use only letterhead or forms approved for use in laser printers. | • Do not use raised or metallic letterhead. |

| Media type | Do | Do not |
| --- | --- | --- |
| Heavy paper | • Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product. | • Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product. |
| Glossy or coated paper | • Use only glossy or coated paper that is approved for use in laser printers. | • Do not use glossy or coated paper designed for use in inkjet products. |

# Change the printer driver to match the paper type and size

### Change the paper size and type (Windows)

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.
5. Select a paper type from the **Paper type** drop-down list.
6. Click the **OK** button.

### Change the paper size and type (Mac)

1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the OK button.
4. Open the **Finishing** menu.
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.

# Supported paper sizes

**NOTE:** To obtain best results, select the correct paper size and type in the printer driver before printing.

**Table 6-1 Supported paper and print media sizes**

| Size and dimensions | Tray 1 | Tray 2 | Optional Trays 3, 4, and 5 | Automatic duplex printing |
|---|---|---|---|---|
| Letter<br>216 x 279 mm (8.5 x 11 in) | ✓ | ✓ | ✓ | ✓ |
| Legal<br>216 x 356 mm (8.5 x 14 in) | ✓ | ✓ | ✓ | ✓ |
| Executive<br>184 x 267 mm (7.24 x 10.51 in) | ✓ | ✓ | ✓ | ✓ |
| Statement<br>140 x 216 mm (5.5 x 8.5 in) | ✓ | | | |
| 8.5 x 13<br>216 x 330 mm (8.5 x 13 in) | ✓ | ✓ | ✓ | ✓ |
| 4 x 6<br>101.6 x 152.4 mm (4 x 6 in) | ✓ | ✓<br>The HP postcard media insert must be installed. | | |
| 10 x 15 cm<br>101.6 x 152.4 mm (4 x 6 in) | ✓ | ✓<br>The HP postcard media insert must be installed. | | |
| 5 x 7<br>127 x 188 mm (5 x 7 in) | ✓ | | | |
| 5 x 8<br>127 x 203 mm (5 x 8 in) | ✓ | | | |
| A4<br>210 x 297 mm (8.27 x 11.69 in) | ✓ | ✓ | ✓ | ✓ |
| RA4<br>215 x 305 mm (8.46 x 12.01 in) | ✓ | ✓ | ✓ | ✓ |
| A5<br>148 x 210 mm (5.83 x 8.27 in) | ✓ | ✓ | ✓ | ✓ |
| A6<br>105 x 148 mm (4.13 x 5.82 in) | ✓ | | | |
| B5 (JIS)<br>182 x 257 mm (7.17 x 10.12 in) | ✓ | ✓ | ✓ | ✓ |

**Table 6-1 Supported paper and print media sizes (continued)**

| Size and dimensions | Tray 1 | Tray 2 | Optional Trays 3, 4, and 5 | Automatic duplex printing |
|---|---|---|---|---|
| B6 (JIS)<br>128 x 182 mm (5.03 x 7.16 in) | ✓ | | | |
| 16K<br>195 x 270 mm (7.67 x 10.62 in)<br>184 x 260 mm (7.24 x 10.23 in)<br>197 x 273 mm (7.75 x 10.74 in) | ✓ | ✓ | ✓ | ✓ |
| Postcard (JIS)<br>100 x 148 mm (3.93 x 5.82 in) | ✓ | | | |
| DPostcard (JIS)<br>148 x 200 mm (5.82 x 7.87 in) | ✓ | | | |
| Custom<br>76 x 127 mm to 216 x 356 mm (3 x 5 in to 8.5 x 14 in) | ✓[1] | | | |
| Custom<br>148 x 210 mm to 216 x 356 mm (5.83 x 8.27 in to 8.5 x 14 in) | | ✓ | ✓ | |
| Envelope #9<br>98 x 225 mm (3.85 x 8.85 in) | ✓ | | | |
| Envelope #10<br>105 x 241 mm (4.13 x 9.48 in) | ✓ | | | |
| Envelope Monarch<br>98 x 191 mm (3.9 x 7.5 in) | ✓ | | | |
| Envelope B5<br>176 x 250 mm (6.92 x 9.84 in) | ✓ | | | |
| Envelope C5<br>162 x 229 mm (6.37 x 9.01 in) | ✓ | | | |
| Envelope C6<br>162 x 114 mm (6.37 x 4.48 in) | ✓ | | | |
| Envelope DL ISO<br>110 x 220 mm (4.33 x 8.66 in) | ✓ | | | |

[1] The product can print on 76 x 127 mm (3 x 5 in) size paper from Tray 1 for Extra Heavy (131-175 g/m$^2$) and Cardstock (176-220 g/m$^2$) paper types.

# Supported paper types

| Paper type | Tray 1 | Tray 2 | Optional Trays 3, 4, and 5 | Automatic duplex printing |
|---|---|---|---|---|
| Plain Paper | ✓ | ✓ | ✓ | ✓ |
| HP Matte (105 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| HP Matte (120 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| HP Matte (160 g/m$^2$) | ✓ | ✓[1] | ✓[1] | ✓[2] |
| HP Matte (200 g/m$^2$) | ✓ | ✓[1] | ✓[1] | |
| HP Soft Gloss (120 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| HP Glossy (130 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| HP Glossy (160 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| HP Glossy (220 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Light (60–74 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Midweight (96–110 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Heavy (111–130 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Extra Heavy (131–175 g/m$^2$) | ✓ | ✓[1] | ✓[1] | ✓[2] |
| Cardstock (176–220 gm$^2$) | ✓ | ✓[1] | ✓[1] | |
| Mid-weight glossy (96–110 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Heavy glossy (111–130 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Extra-heavy glossy (131–175 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Card glossy (176–220 g/m$^2$) | ✓ | ✓ | ✓ | ✓ |
| Color Transparency | ✓ | ✓ | ✓ | |
| Labels | ✓ | ✓[1] | ✓[1] | |
| Letterhead | ✓ | ✓ | ✓ | ✓ |
| Envelope | ✓ | | | |
| Preprinted | ✓ | ✓ | ✓ | ✓ |
| Prepunched | ✓ | ✓ | ✓ | ✓ |
| Colored | ✓ | ✓ | ✓ | ✓ |
| Bond | ✓ | ✓ | ✓ | ✓ |
| Recycled | ✓ | ✓ | ✓ | ✓ |
| Rough | ✓ | ✓ | ✓ | ✓ |
| HP Tough Paper | ✓ | ✓ | ✓ | ✓ |
| Opaque film | ✓ | ✓ | ✓ | ✓ |

[1] Trays 2, 3, 4, and 5 can print on this paper in some circumstances, but HP does not guarantee results.

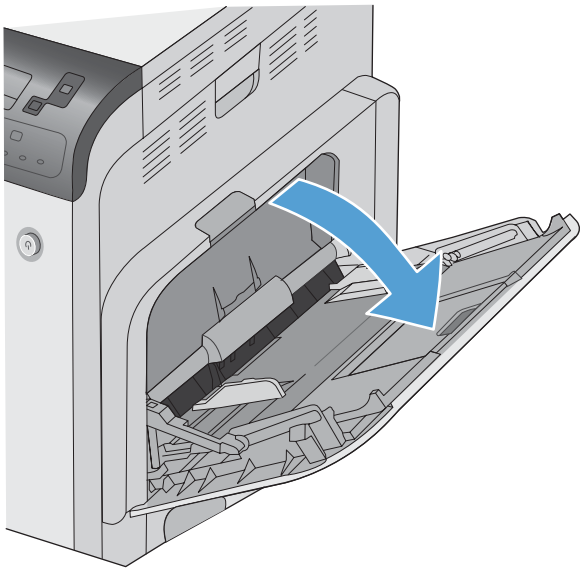
[2] The product can automatically print on both sides for this paper type in some circumstances, but HP does not guarantee results.

# Load paper trays

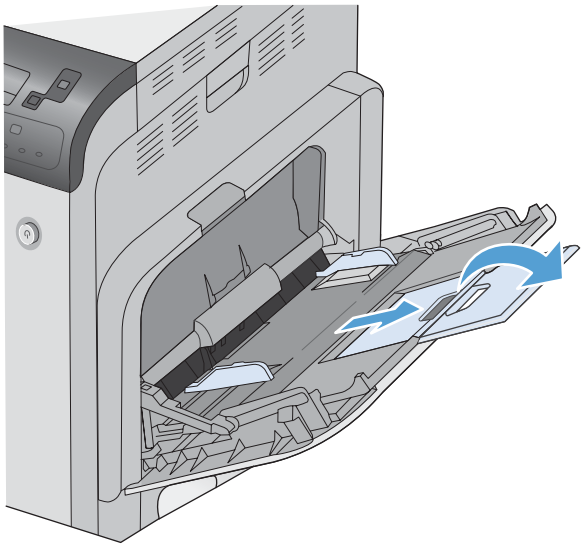
## Load Tray 1

△ **CAUTION:** To avoid jams, never add or remove paper from Tray 1 during printing.

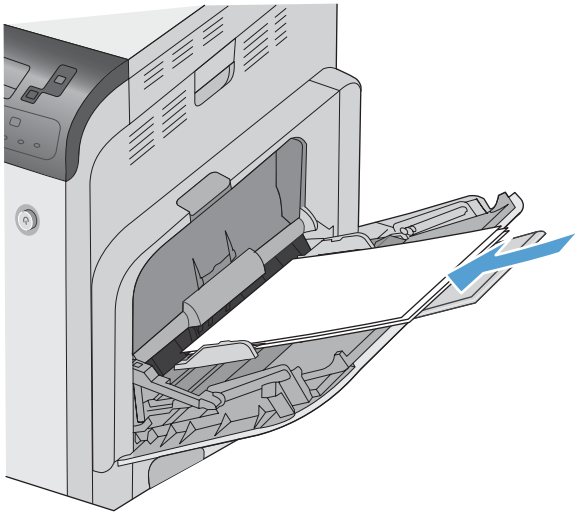
1. Open Tray 1.



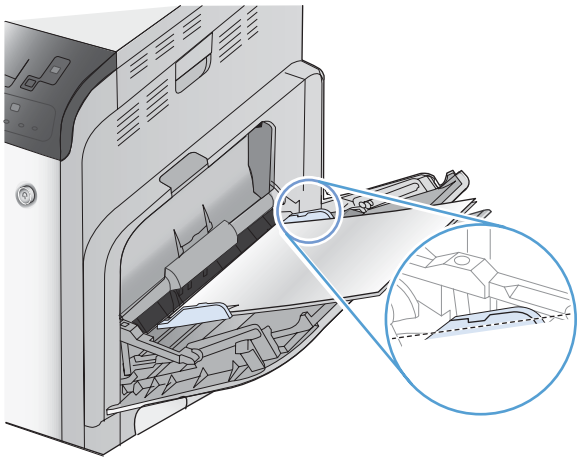
2. Fold out the tray extension to support the paper and set the side guides to the correct width.



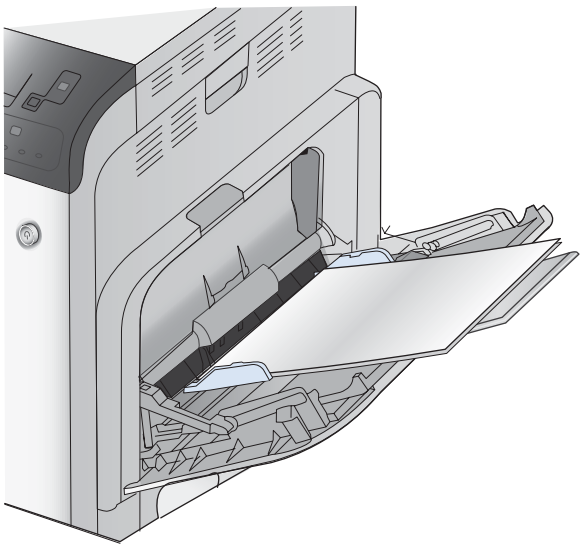
3. Load paper in the tray.



4. Make sure the stack fits under the tabs on the guides and does not exceed the load-level indicators.



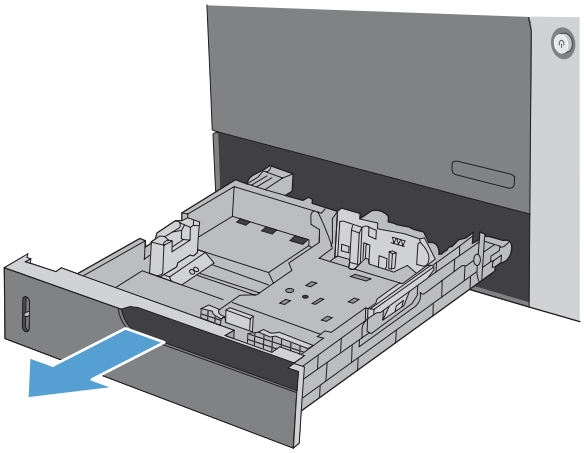
5. Adjust the side guides so that they lightly touch the paper stack but do not bend it.



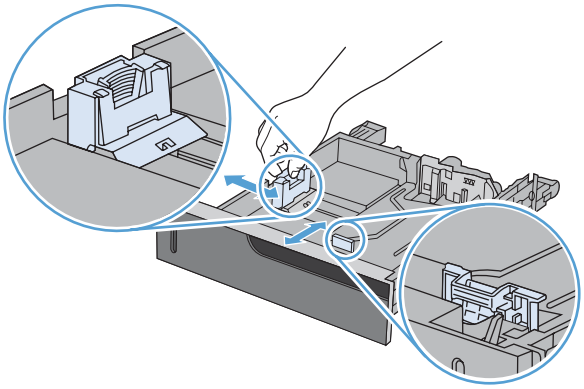
## Load Tray 2 and optional Trays 3, 4, and 5 with standard-size paper

1. Open the tray.

**NOTE:** Do not open the tray while it is in use.

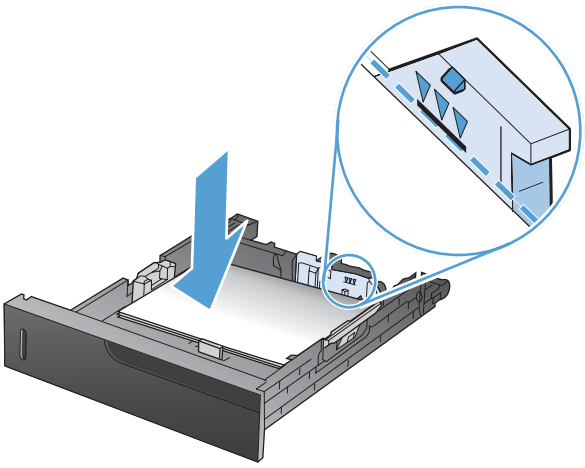


2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



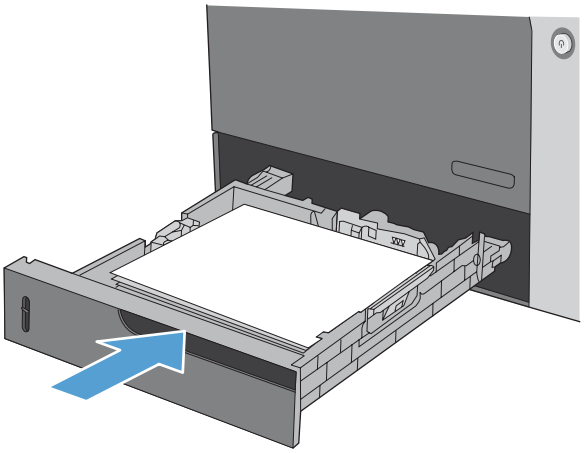
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

**NOTE:** To prevent jams, do not overfill the tray. Be sure the top of the stack is below the tray full indicator.

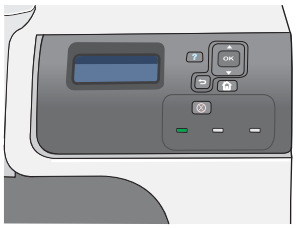


**NOTE:** If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.

4. Close the tray.

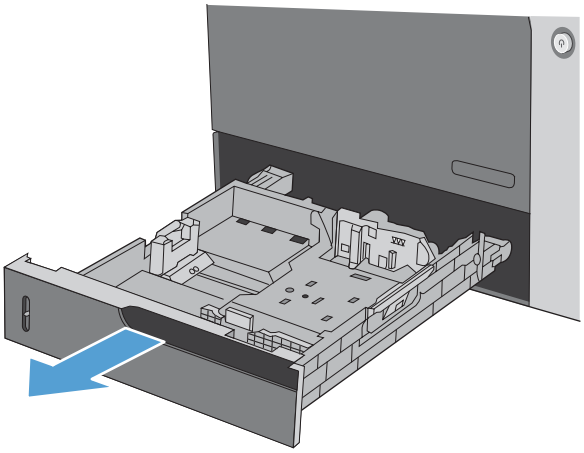


5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the size or type.

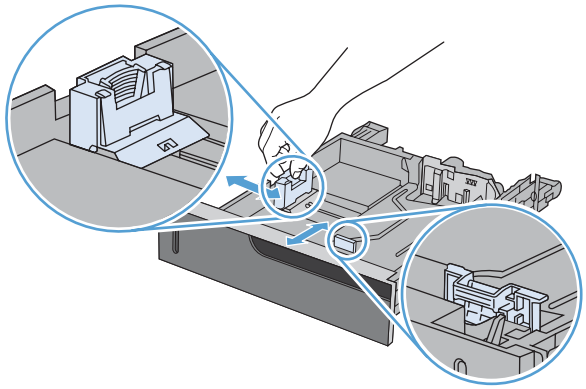


## Load Tray 2 and optional Trays 3, 4, and 5 with custom-size paper

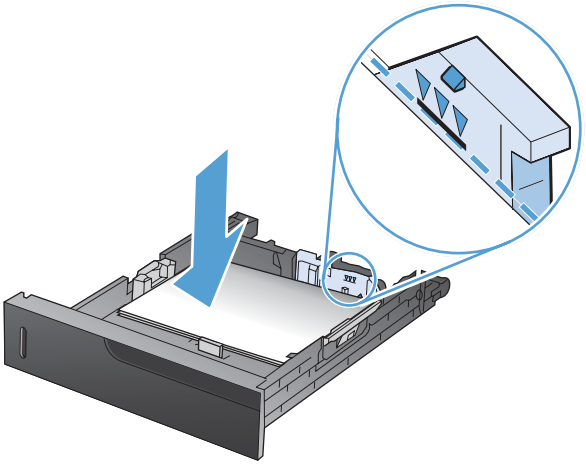
1. Open the tray.



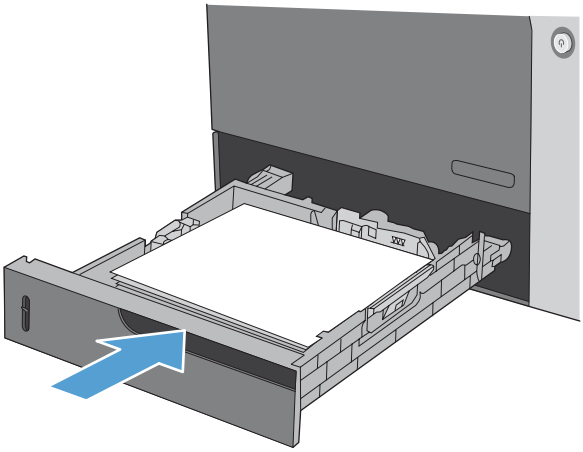
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



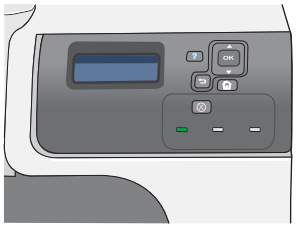
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.



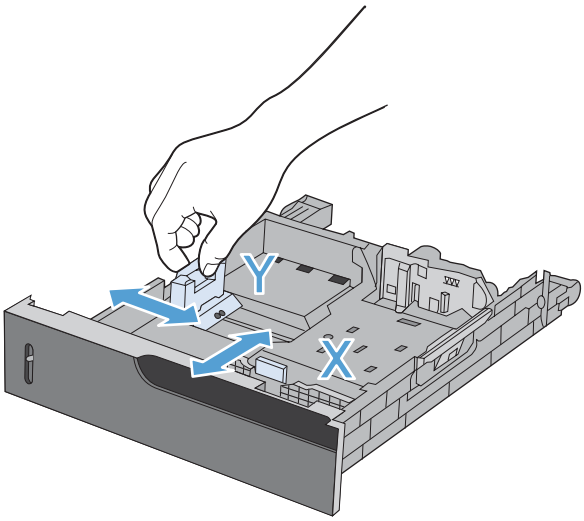
4. Close the tray.



5. The control panel prompts you to set the paper size and type. Select the **CUSTOM** setting, and then configure the X and Y dimensions of the custom paper size.

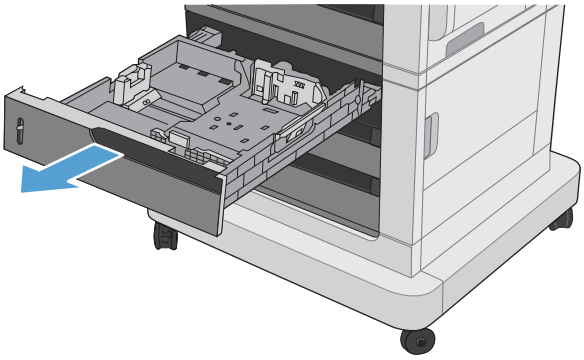


**NOTE:** See the label in the paper tray, or the following illustration, to determine the X and Y dimensions.

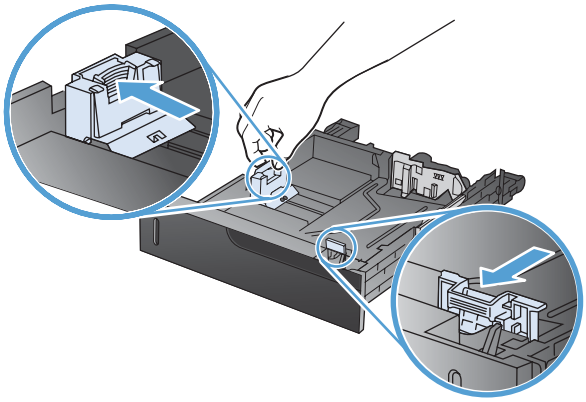


## Load Tray 2 with 10 x 15 cm (4 x 6 in) size paper

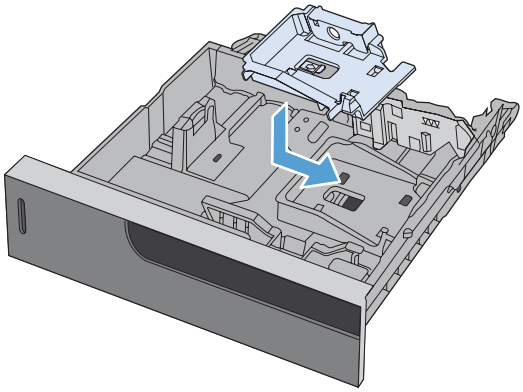
1. Open the tray.



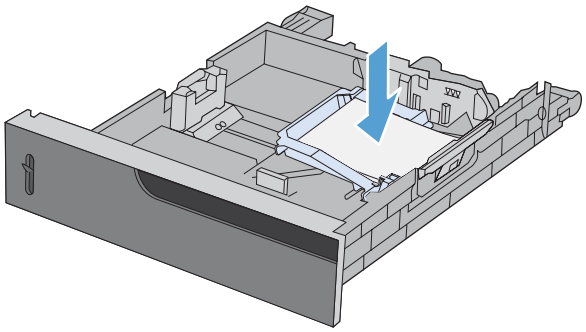
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and adjusting the guides to the fully opened position.



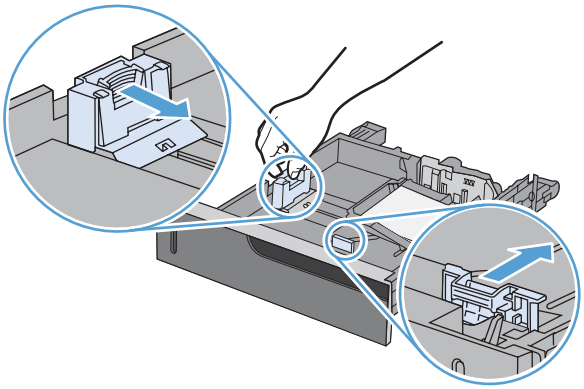
3. Fit the HP postcard media insert into Tray 2 and then slide the insert to the right until it snaps into place.



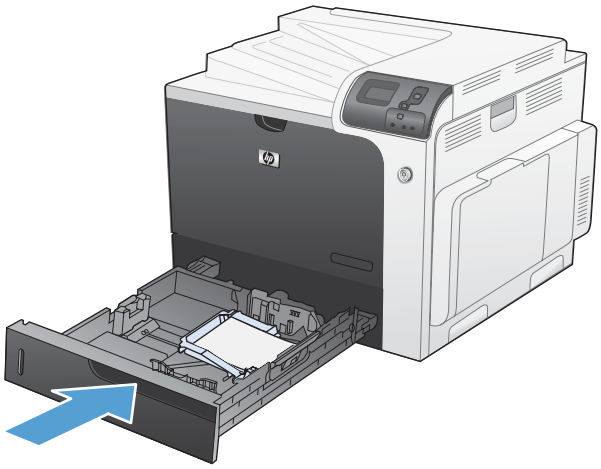
4. Load 10 x 15 cm (4 x 6 in) paper into the tray.



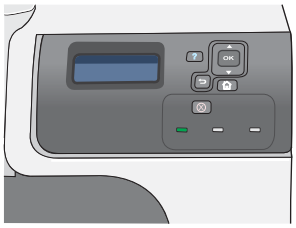
5. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and adjusting the guides to the fully closed position.



6. Close the tray.



7. The control panel prompts you to set the paper size and type. Select 10 x 15 cm (4 x 6 in) size paper.



## Tray and bin capacity

| Tray or bin | Paper type | Specifications | Quantity |
|---|---|---|---|
| Tray 1 | Paper | Range:<br><br>60 g/m$^2$ (16 lb) bond to 216 g/m$^2$ (58 lb) bond | Maximum stack height: 10 mm (0.39 in)<br><br>Equivalent to 100 sheets of 75 g/m$^2$ (20 lb) bond |
| | Envelopes | Less than 60 g/m$^2$ (16 lb) bond to 90 g/m$^2$ (24 lb) bond | Up to 10 envelopes |
| | Labels | Maximum 0.102 mm (0.004 in) thick | Maximum stack height: 10 mm (0.39 in) |
| | Transparencies | Minimum 0.102 mm (0.004 in) thick | Maximum stack height: 10 mm (0.39 in)<br><br>Up to 50 sheets |
| | Glossy paper | Range:<br><br>105 g/m$^2$ (28 lb) bond to 220 g/m$^2$ (58 lb) bond | Maximum stack height: 10 mm (0.39 in)<br><br>Up to 50 sheets |
| Tray 2[1] | Paper | Range:<br><br>60 g/m$^2$ (16 lb) bond to 220 g/m$^2$ (59 lb) bond | Maximum stack height: 56 mm (2.2 in)<br><br>Equivalent to 500 sheets of 75 g/m$^2$ (20 lb) bond<br><br>Maximum stack height for 10 x 15 cm (4 x 6 in) size paper: 15 mm (0.59 in) |
| | Transparencies | Minimum 0.102 mm (0.004 in) thick | Maximum stack height: 56 mm (2.2 in) |
| | Glossy paper | Range:<br><br>105 g/m$^2$ (28 lb) bond to 220 g/m$^2$ (58 lb) bond | Maximum stack height: 56 mm (2.2 in) |
| Optional Trays 3, 4, and 5[1] | Paper | Range:<br><br>60 g/m$^2$ (16 lb) bond to 220 g/m$^2$ (59 lb) bond | Equivalent to 500 sheets of 75 g/m$^2$ (20 lb) bond<br><br>Maximum stack height: 56 mm (2.2 in) |
| | Transparencies | Minimum 0.102 mm (0.004 in) thick | Maximum stack height: 56 mm (2.2 in) |
| | Glossy paper | Range:<br><br>105 g/m$^2$ (28 lb) bond to 220 g/m$^2$ (58 lb) bond | Maximum stack height: 56 mm (2.2 in) |
| Output bin | Paper | | Up to 500 sheets of 75 g/m$^2$ (20 lb) bond |

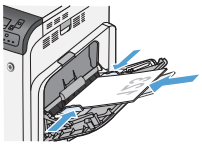
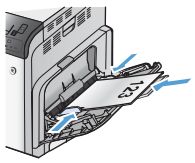
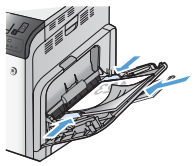
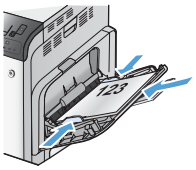
[1] Trays 2, 3, 4, and 5 can print on bond paper heavier than 220 g/m$^2$ (59 lb) in some circumstances, but HP does not guarantee results.

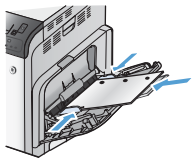
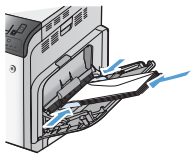
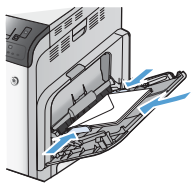
## Paper orientation for loading trays

If you are using paper that requires a specific orientation, load it according to the information in the following tables.

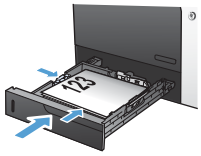
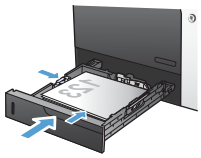
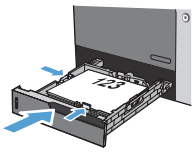
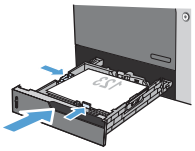
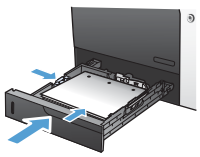
**NOTE:** The **ALTERNATIVE LETTERHEAD MODE** and **IMAGE ROTATION** settings affect the way you load letterhead or preprinted paper. The following information depicts the default setting. For more information, see System setup menu on page 28.

### Tray 1

| Paper type | Image orientation | Duplex mode | How to load paper |
|---|---|---|---|
| Preprinted or letterhead | Portrait | 1-sided printing | Face down<br>Bottom edge leading into the product<br>  |
| | | Automatic 2-sided printing | Face up<br>Bottom edge leading into the product<br>  |
| | Landscape | 1-sided printing | Face down<br>Top edge toward the back of the product<br>  |
| | | Automatic 2-sided printing | Face up<br>Top edge toward the back of the product<br>  |

| Paper type | Image orientation | Duplex mode | How to load paper |
| --- | --- | --- | --- |
| Prepunched | Portrait or landscape | 1- or 2-sided printing | Holes toward the back of the product<br>  |
| Envelopes | Short edge of the envelope feeding into the product | 1-sided printing | Face down<br>Top edge toward the back of the product<br>  |
| | Long edge of the envelope feeding into the product | 1-sided printing | Face down<br>Top edge leading into the product<br>  |

## Tray 2 or optional Trays 3, 4, and 5

| Paper type | Image orientation | Duplex mode | How to load paper |
|---|---|---|---|
| Preprinted or letterhead | Portrait | 1-sided printing | Face up<br>Top edge at the left side of the tray<br>  |
| | | Automatic 2-sided printing | Face down<br>Top edge at the left side of the tray<br>  |
| | Landscape | 1-sided printing | Face up<br>Top edge toward the back of the product<br>  |
| | | Automatic 2-sided printing | Face down<br>Top edge toward the back of the product<br>  |
| Prepunched | Portrait or landscape | 1- or 2-sided printing | Holes toward the back of the product<br>  |

# Configure trays

The product automatically prompts you to configure a tray for type and size in the following situations:

- When you load paper into the tray
- When you specify a particular tray or media type for a print job through the printer driver or a software program and the tray is not configured to match the print-job's settings

**NOTE:** The prompt does not appear if you are printing from Tray 1, and it is configured for the **ANY SIZE** and **ANY TYPE** settings. In this situation, if the print job does not specify a tray, the product prints from Tray 1, even if the paper size and type settings in the print job do not match the paper loaded in Tray 1.

## Configure a tray when loading paper

1. Load paper in the tray. Close the tray if you are using Tray 2, 3, 4, or 5.
2. The tray configuration message appears.
3. Press the back arrow ⮌ to accept the size and type, or press the OK button to choose a different paper size or paper type.
4. To modify the tray size configuration, press the down arrow ▼ to highlight the correct size, and then press the OK button.
5. To modify the tray type configuration, press the down arrow ▼ to highlight the correct type, and then press the OK button.

## Configure a tray to match print job settings

1. In the software program, specify the source tray, the paper size, and the paper type.
2. Send the job to the product.

   If the tray needs to be configured, the **LOAD TRAY <X> [TYPE] [SIZE]** message appears.
3. Load the tray with the specified type and size of paper, and then close the tray.
4. When the **TRAY <X> SIZE = <Size>** message appears, press the OK button to confirm the size.
5. When the **TRAY<X> TYPE=<TYPE>** message appears, press the OK button to confirm the type and continue with the job.

## Configure a tray by using the Paper Handling menu

You can also configure the trays for type and size without a prompt from the product.

1. Press the Home button ⌂.
2. Press the down arrow ▼ to highlight the **PAPER HANDLING** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the size or type setting for the desired tray, and then press the OK button.
4. Press the up arrow ▲ or the down arrow ▼ to highlight the size or type. If you select a custom size, select the unit of measure, and then set the X dimension and the Y dimension.

5. Press the OK button to save your selection.

6. Press the Home button to exit the menus.

## Automatic paper sensing (auto-sense mode)

The automatic media type sensor functions when that tray is configured to the **ANY TYPE** or plain type setting. It also functions when the **PRINT MODE** setting for that tray is set to the **AUTO SENSE MODE** option.

After it has picked up paper from the tray, the product can detect overhead transparencies, paper weight, and gloss level.

For more control, a specific type must be selected in the job or configured in a tray.

### Auto-sense settings

| | |
|---|---|
| Full sensing (Tray 1 only) | For each sheet of paper that it picks up from the tray, the product detects light paper, plain paper, heavy paper, glossy paper, tough paper, and transparencies. |
| Expanded sensing | For the first few sheets of paper that it picks up from the tray, the product detects light paper, plain paper, heavy paper, glossy paper, tough paper, and transparencies. The product assumes the rest of the pages are of the same type. |
| Transparency only | The product distinguishes between transparencies and non-transparencies. |

For more information about setting these options, see Print Quality menu on page 23.

## Select the paper by source, type, or size

In the Microsoft Windows operating system, three settings affect how the printer driver tries to pull media when you send a print job. Source, Type, and Size settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. Unless you change these settings, the product automatically selects a tray using the default settings.

### Source

To print by source, select a specific tray in the printer driver for the product to pull from. If you select a tray that is configured for a type or size that does not match your print job, the product prompts you to load the tray with the type or size of paper for your print job before printing it. When you load the tray, the product begins printing.

### Type and Size

- Printing by type or size causes the product to pull from the tray that is loaded with the correct type and size of paper.
- Selecting paper by type rather than source helps protect special paper from accidental use.
- Using the wrong setting might result in unsatisfactory print quality. Always print by type for special print media, such as labels or transparencies.
- Print by type or size for envelopes, if possible.

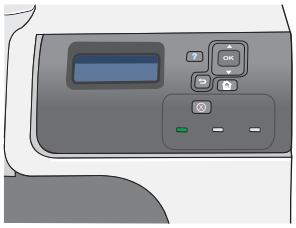
- To print by type or size, select the type or size from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box, depending on the software program.
- If you often print on a certain type or size of paper, configure a tray for that type or size. Then, when you select that type or size as you print a job, the product automatically pulls paper from the tray that is configured for that type or size.

# 7 Print tasks

- Cancel a print job
- Print with Windows

# Cancel a print job

1. Press the stop button ⊗ on the control panel.



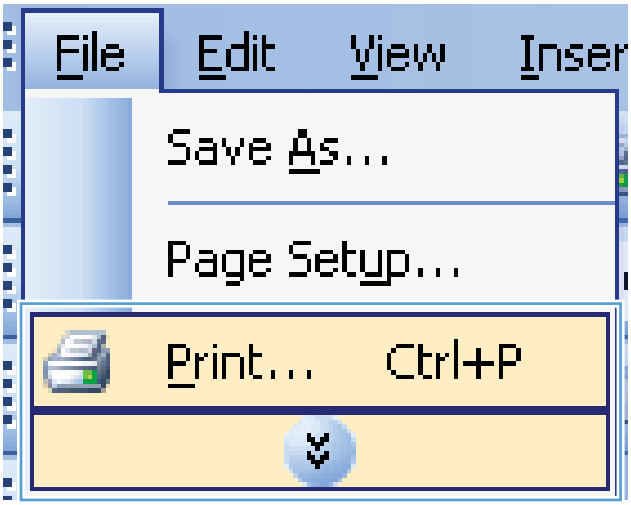
2. Press the down arrow ▼ to highlight the **CANCEL CURRENT JOB** option, and then press the OK button.

**NOTE:** It can take some time for all printing to clear after you have canceled a print job.

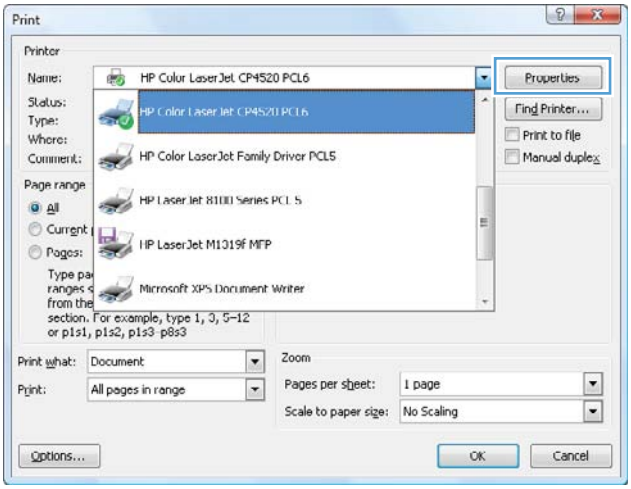
# Print with Windows

## Open the printer driver with Windows

1. On the **File** menu in the software program, click **Print**.

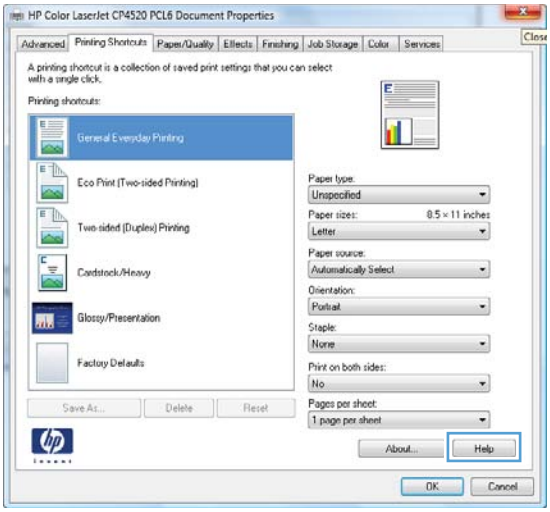



2. Select the product, and then click the **Properties** or **Preferences** button.



## Get help for any printing option with Windows

- ☐ Click the **Help** button to open the online Help.




## Change the number of print copies with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then select the number of copies.

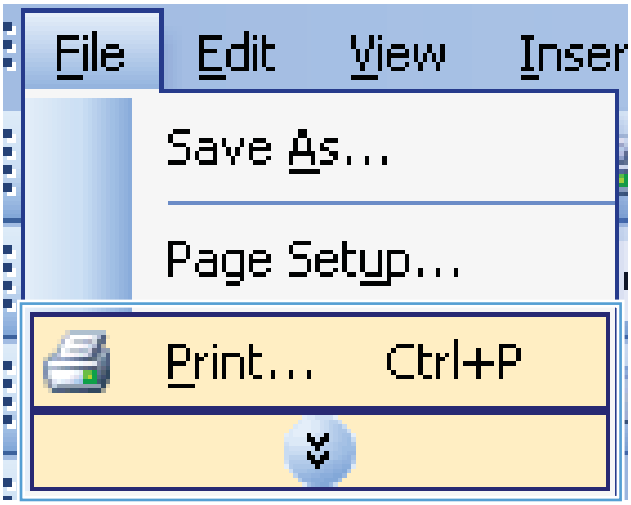
## Print colored text as black (grayscale) with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Advanced** tab.
4. Expand the **Document Options** section.
5. Expand the **Printer Features** section.
6. In the **Print All Text as Black** drop-down list, select the **Enabled** option.

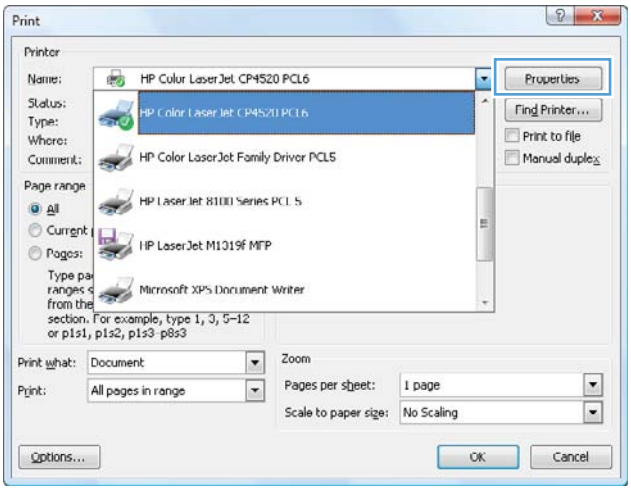
# Save custom print settings for reuse with Windows

## Use a printing shortcut with Windows

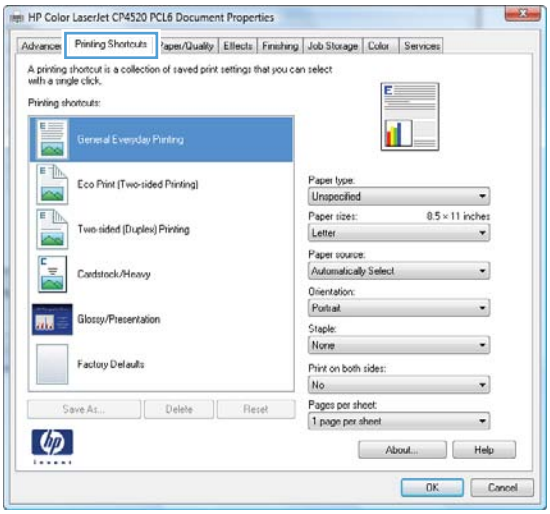
1. On the **File** menu in the software program, click **Print**.




2. Select the product, and then click the **Properties** or **Preferences** button.

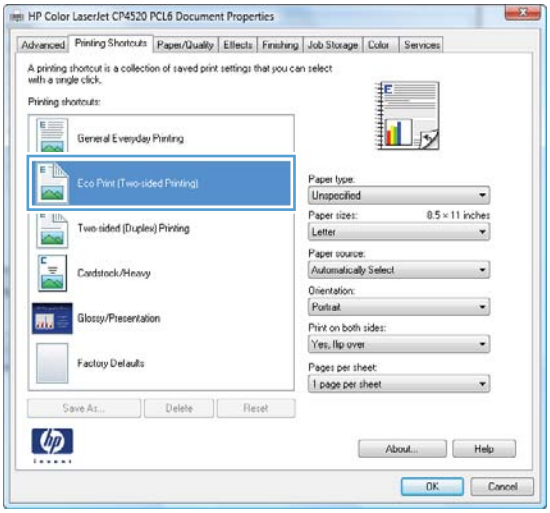


3. Click the **Printing Shortcuts** tab.



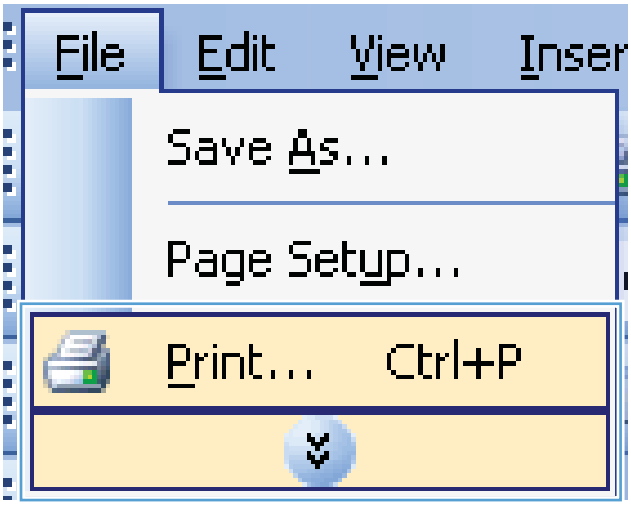

4. Select one of the shortcuts, and then click the **OK** button.

**NOTE:** When you select a shortcut, the corresponding settings change on the other tabs in the printer driver.

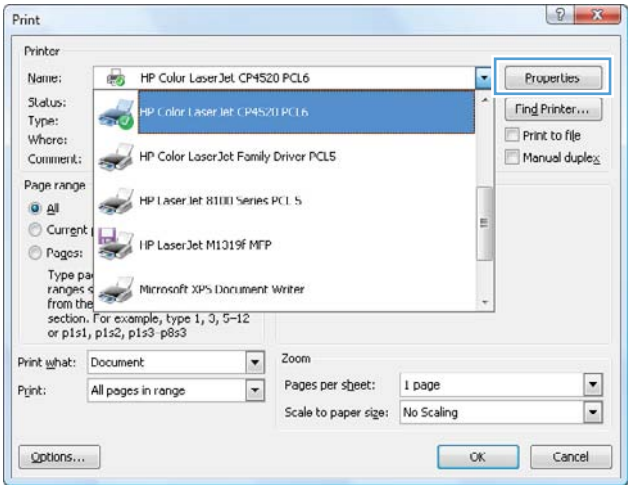


## Create printing shortcuts

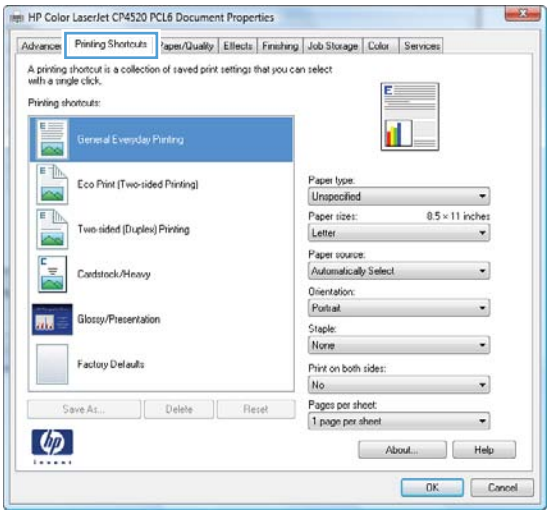
1. On the **File** menu in the software program, click **Print**.




2. Select the product, and then click the **Properties** or **Preferences** button.

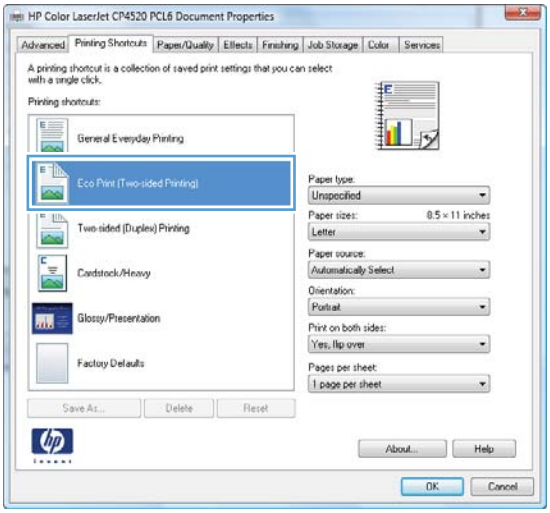


3. Click the **Printing Shortcuts** tab.

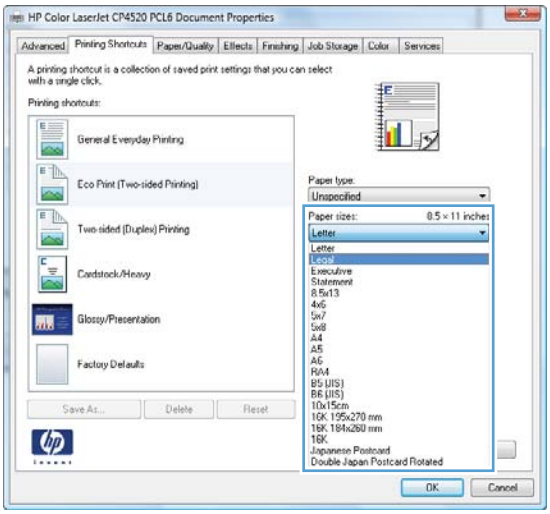



4. Select an existing shortcut as a base.

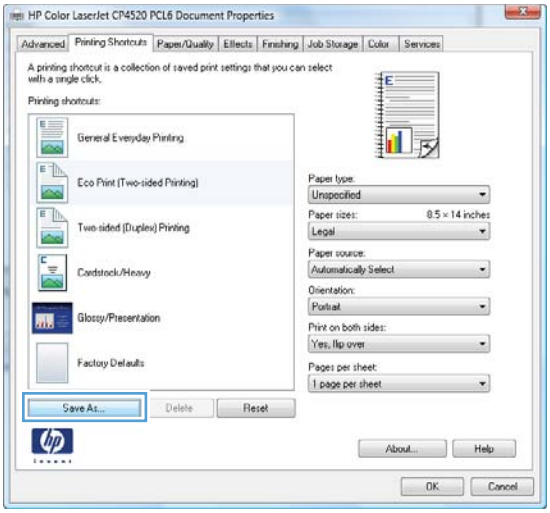
**NOTE:** Always select a shortcut before adjusting any of the settings on the right side of the screen. If you adjust the settings and then select a shortcut, all your adjustments are lost.



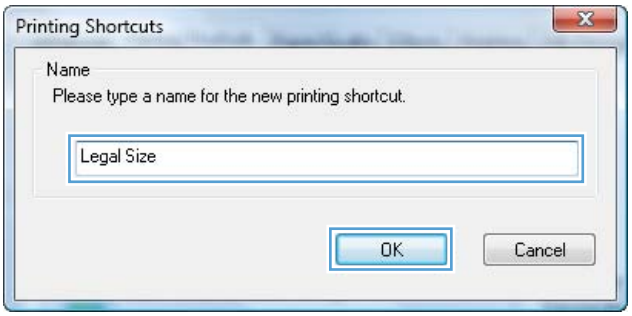
5. Select the print options for the new shortcut.




6. Click the **Save As** button.




7. Type a name for the shortcut, and click the **OK** button.



# Improve print quality with Windows

## Select the page size with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.

## Select a custom page size with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Custom** button.
5. Type a name for the custom size, specify the dimensions, and click the **OK** button.

## Select the paper type with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper, and then click the paper type that you are using.

## Select the paper tray with Windows

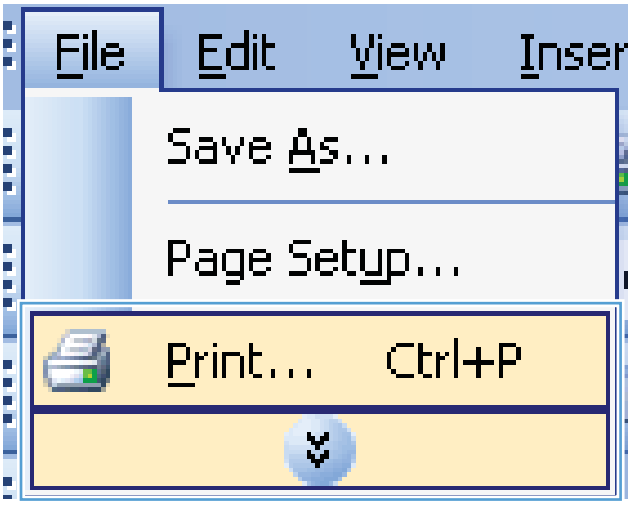
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a tray from the **Paper source** drop-down list.

## Select the print resolution

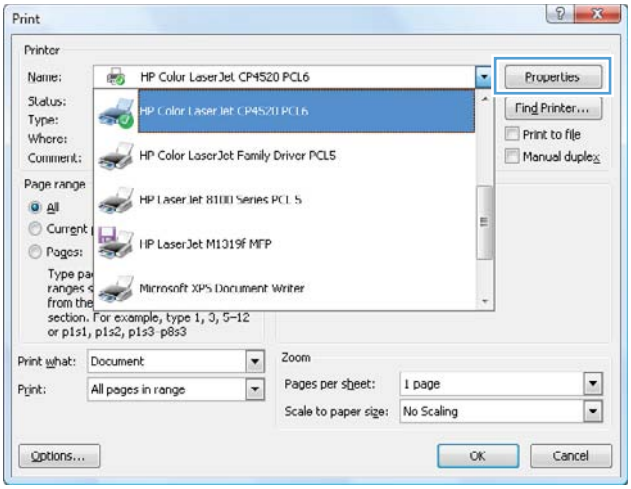
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. In the **Print Quality** area, select the resolution from the first drop-down list.

## Print on preprinted letterhead or forms with Windows

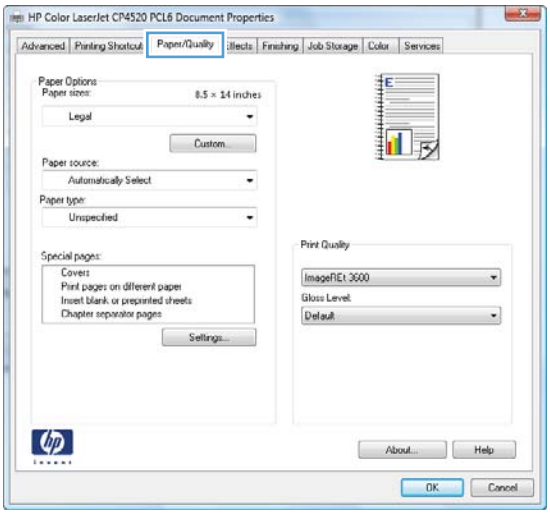
1. On the **File** menu in the software program, click **Print**.



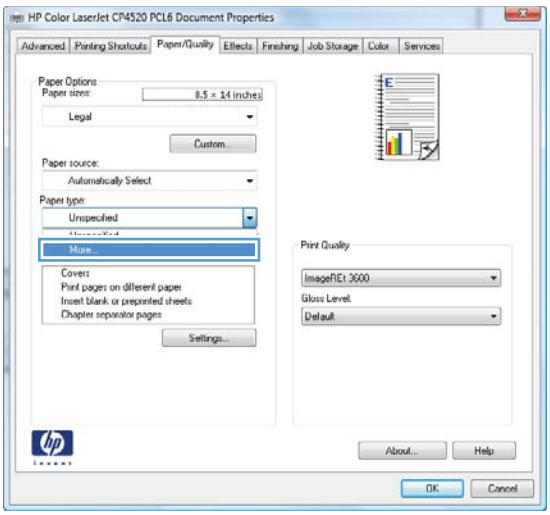

2. Select the product, and then click the **Properties** or **Preferences** button.



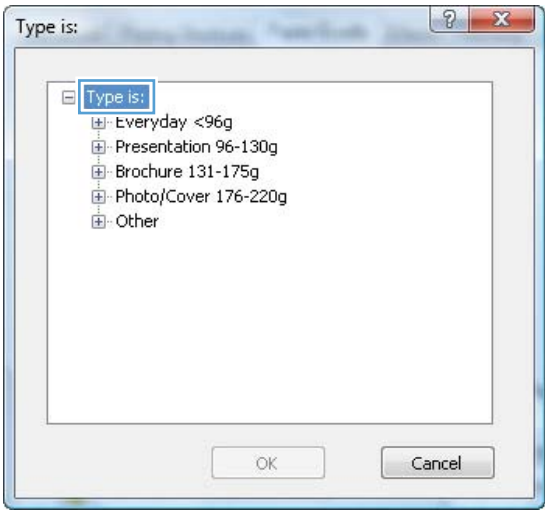
3. Click the **Paper/Quality** tab.



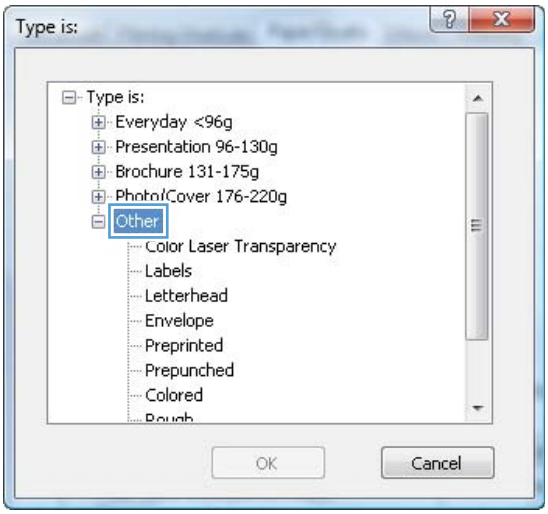

4. From the **Paper type** drop-down list, click the **More...** option.



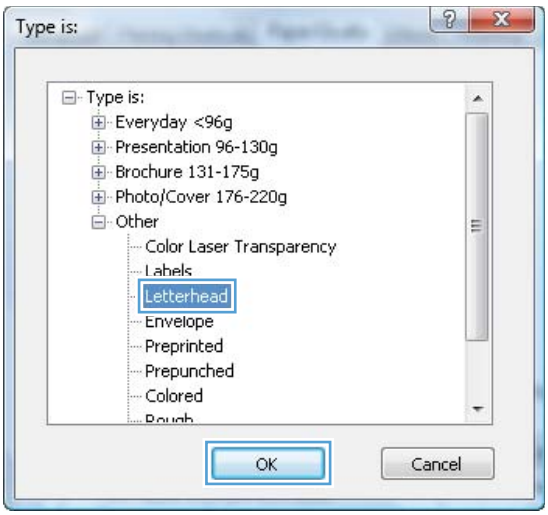

5. Expand the list of **Type is:** options.



6. Expand the list of **Other** options.

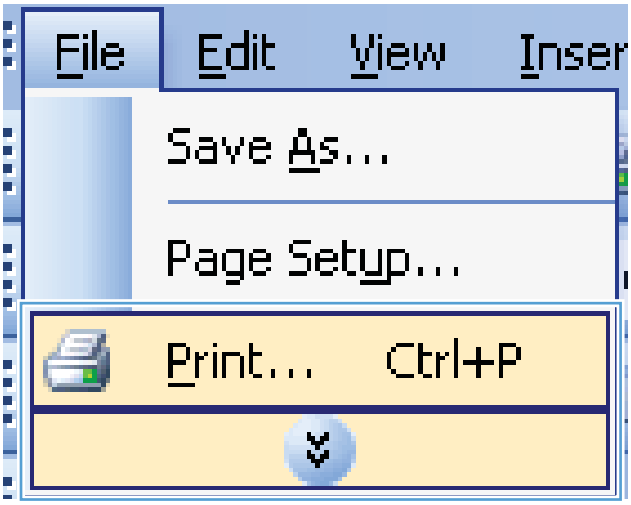



7. Select the option for the type of paper you are using, and click the **OK** button.

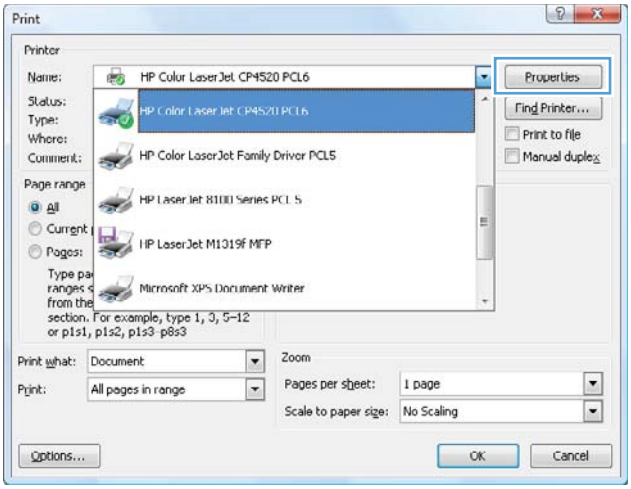


## Print on special paper, labels, or transparencies

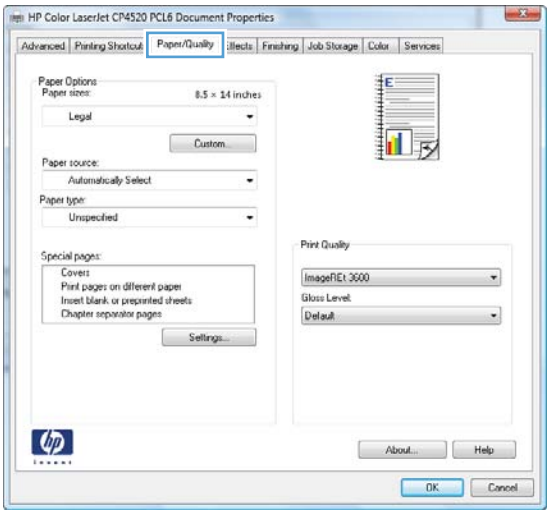
1. On the **File** menu in the software program, click **Print**.



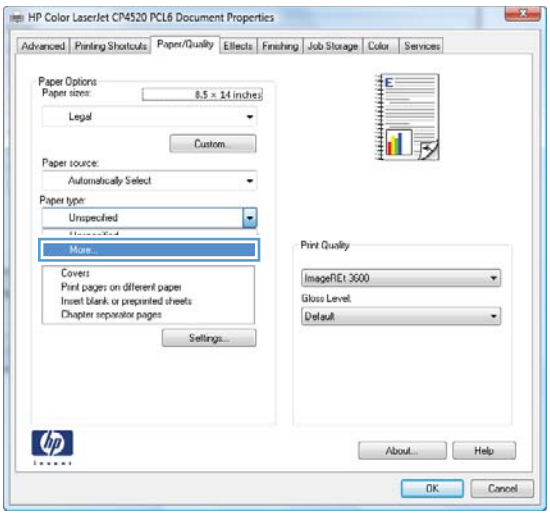

2. Select the product, and then click the **Properties** or **Preferences** button.



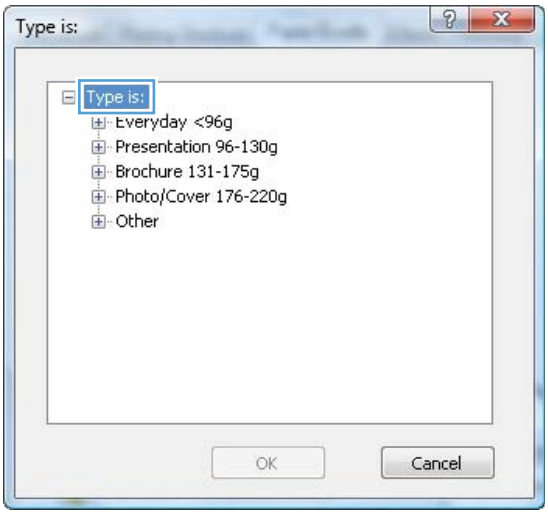
3. Click the **Paper/Quality** tab.




4. From the **Paper type** drop-down list, click the **More...** option.

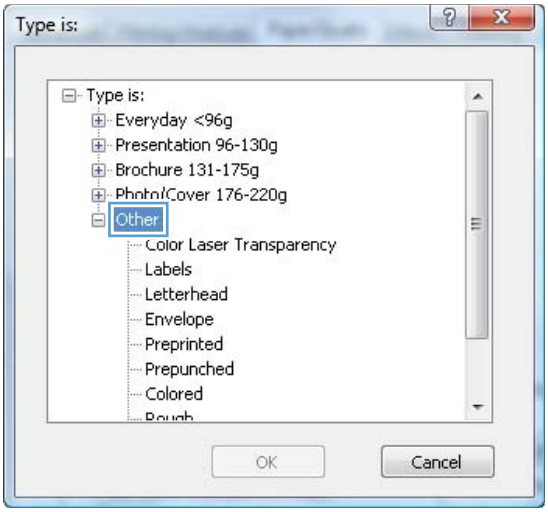



5. Expand the list of **Type is:** options.

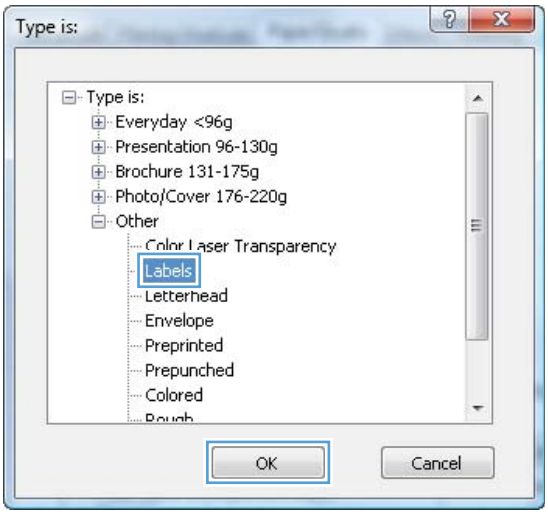


6. Expand the category of paper types that best describes your paper.

**NOTE:** Labels and transparencies are in the list of **Other** options.

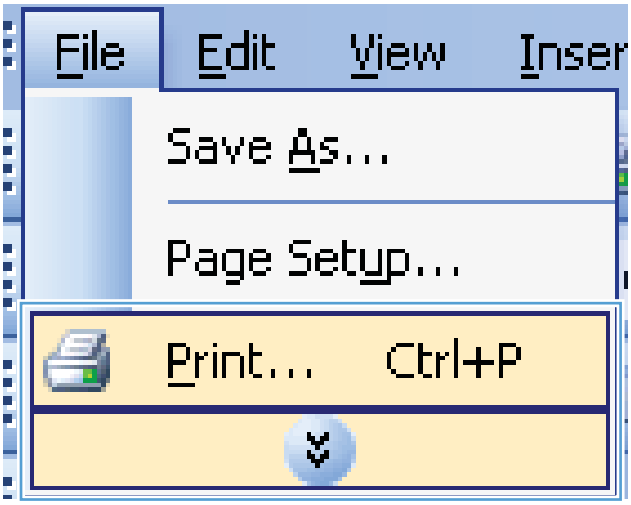



7. Select the option for the type of paper you are using, and click the **OK** button.

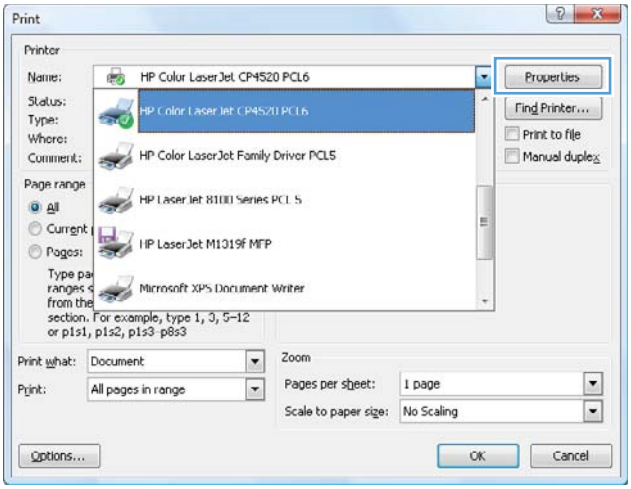


## Print the first or last page on different paper with Windows

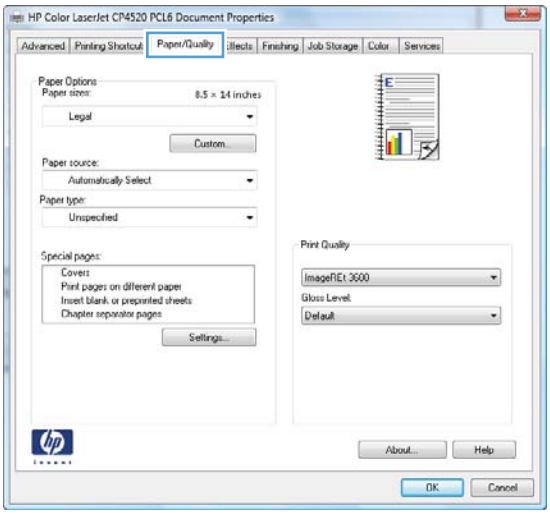
1. On the **File** menu in the software program, click **Print**.



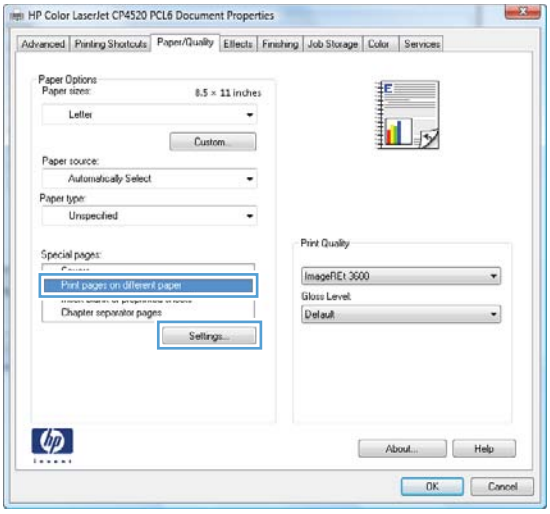

2. Select the product, and then click the **Properties** or **Preferences** button.



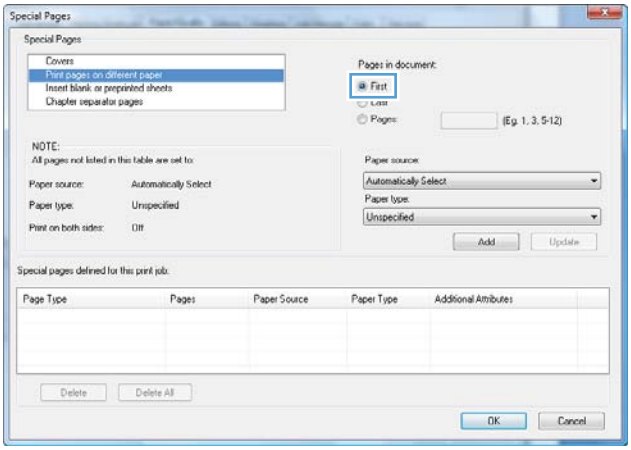
3. Click the **Paper/Quality** tab.



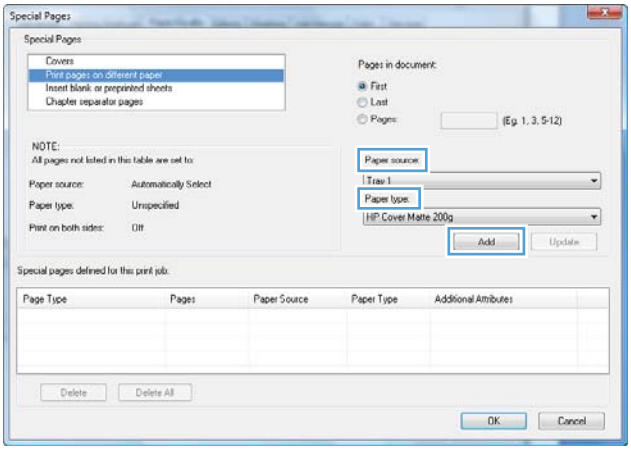

4. In the **Special pages** area, click the **Print pages on different paper** option, and then click the **Settings** button.



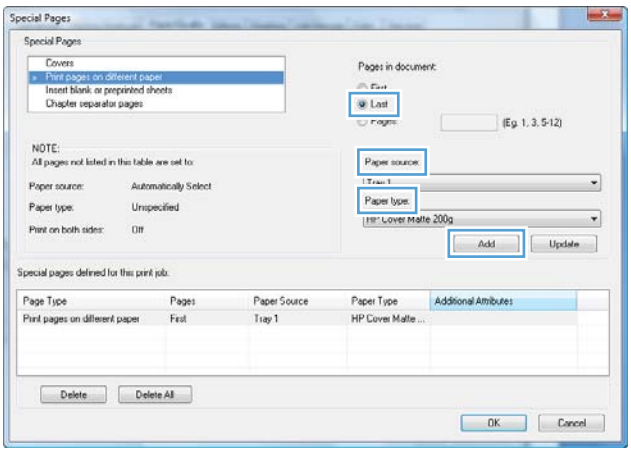

5. In the **Pages in document** area, select either the **First** or **Last** option.



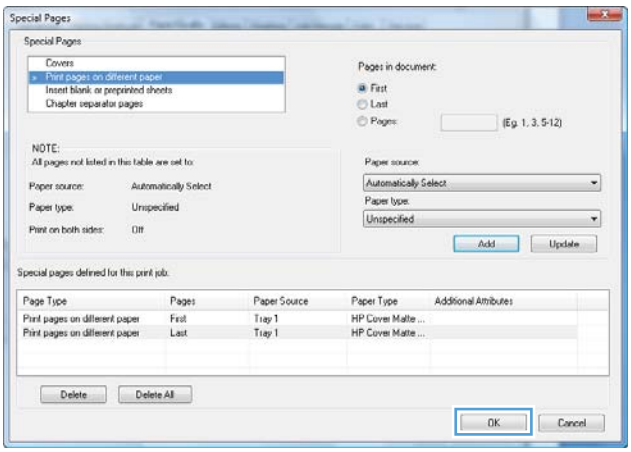
6. Select the correct options from the **Paper source** and **Paper type** drop-down lists. Click the **Add** button.




7. If you are printing *both* the first and last pages on different paper, repeat steps 5 and 6, selecting the options for the other page.

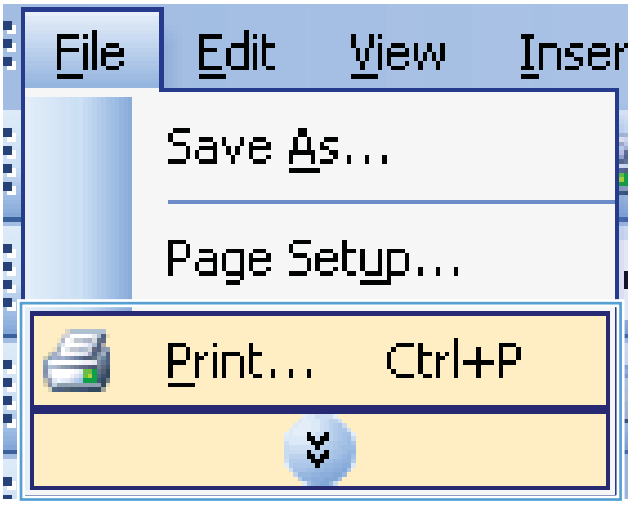



8. Click the **OK** button.

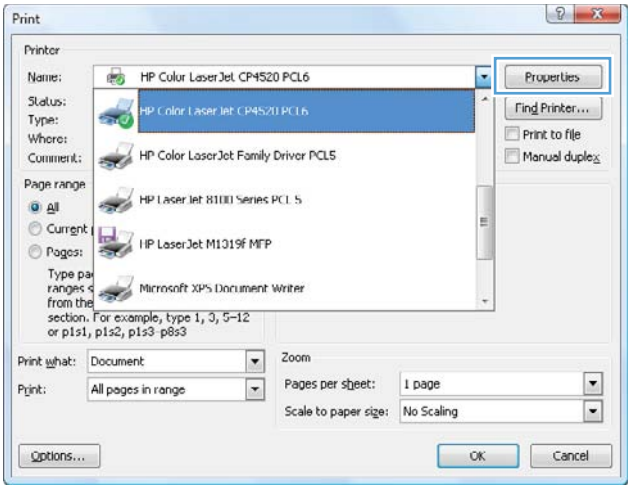


## Scale a document to fit page size

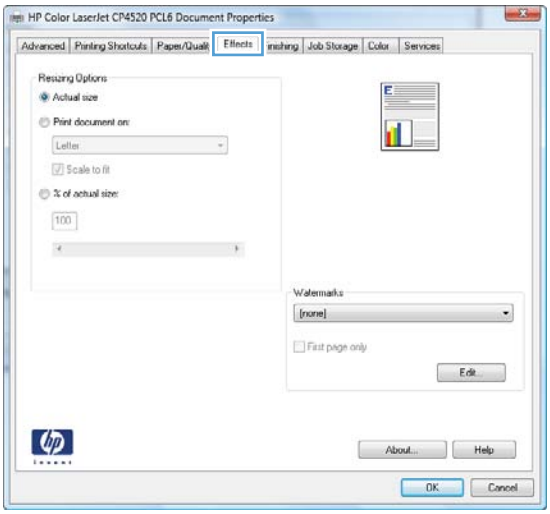
1. On the **File** menu in the software program, click **Print**.



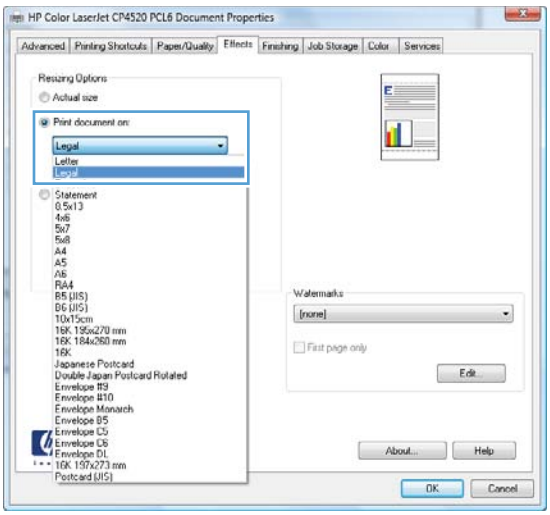

2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Effects** tab.




4. Select the **Print document on** option, and then select a size from the drop-down list.




## Add a watermark to a document with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Effects** tab.
4. Select a watermark from the **Watermarks** drop-down list.

   Or, to add a new watermark to the list, click the **Edit** button. Specify the settings for the watermark, and then click the **OK** button.
5. To print the watermark on the first page only, select the **First page only** check box. Otherwise, the watermark is printed on each page.

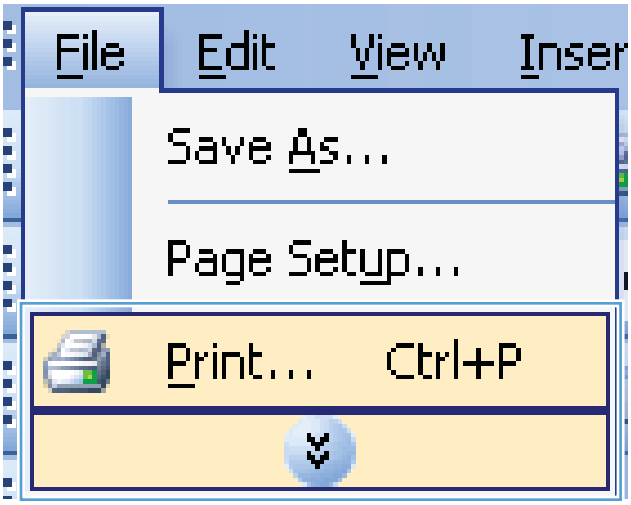
# Print on both sides (duplex) with Windows

**NOTE:** See Paper orientation for loading trays on page 98 for information about the correct way to load paper.

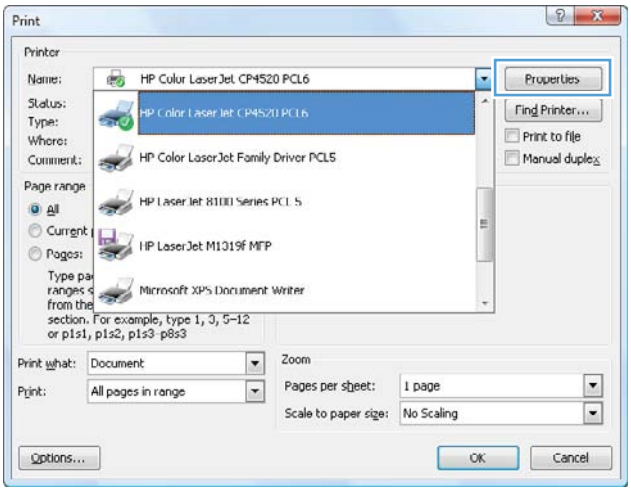
## Manually print on both sides with Windows

**NOTE:** This information applies only to products that do not have an automatic duplexer.

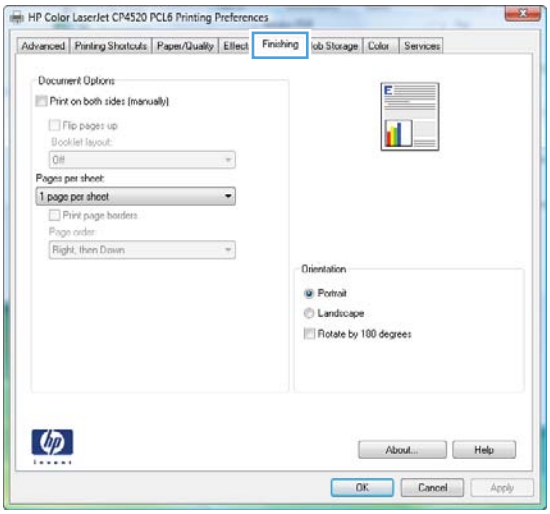
1. On the **File** menu in the software program, click **Print**.



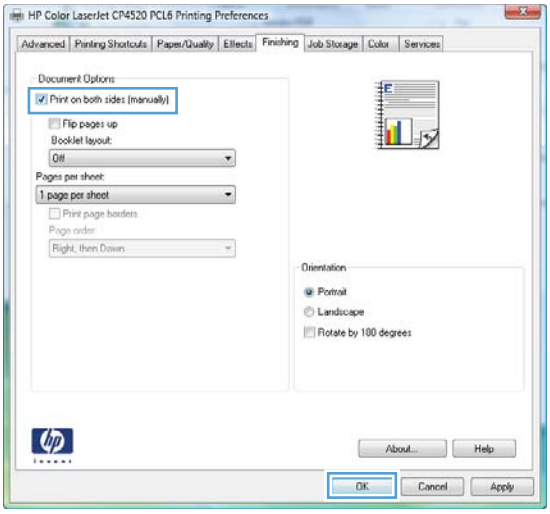

2. Select the product, and then click the **Properties** or **Preferences** button.



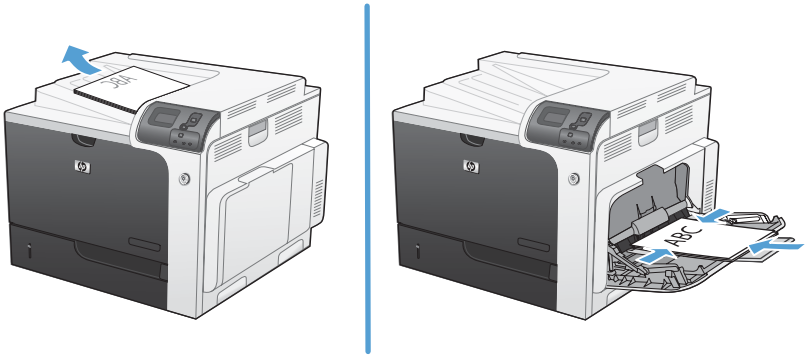
3. Click the **Finishing** tab.



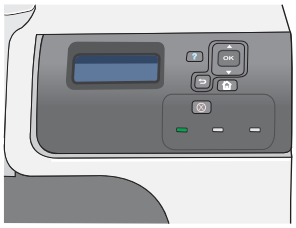

4. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.




5. Retrieve the printed stack from the output bin, and place it with the printed-side facing up in Tray 1.



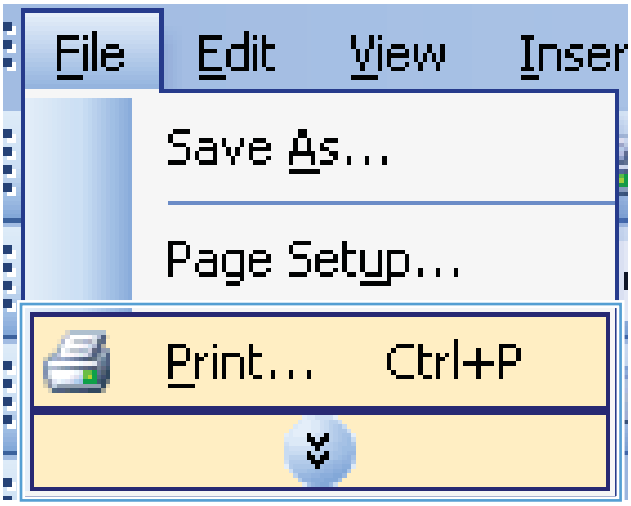
6. On the control panel, press the OK button to print the second side of the job.



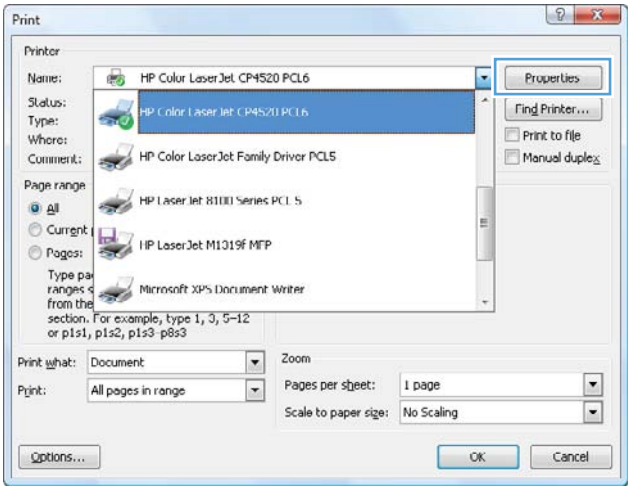
## Automatically print on both sides with Windows

**NOTE:** This information applies only to products that have an automatic duplexer.

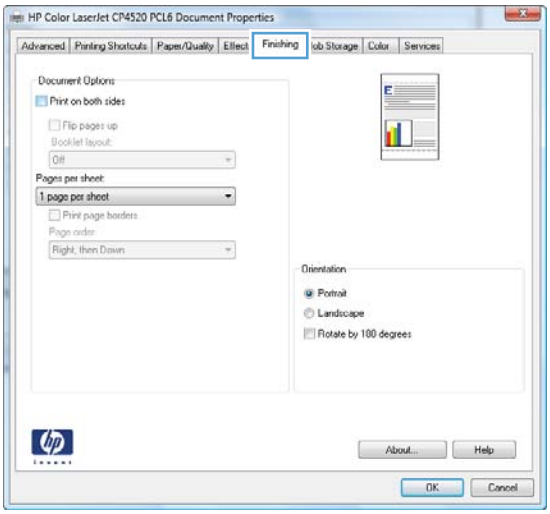
1. On the **File** menu in the software program, click **Print**.



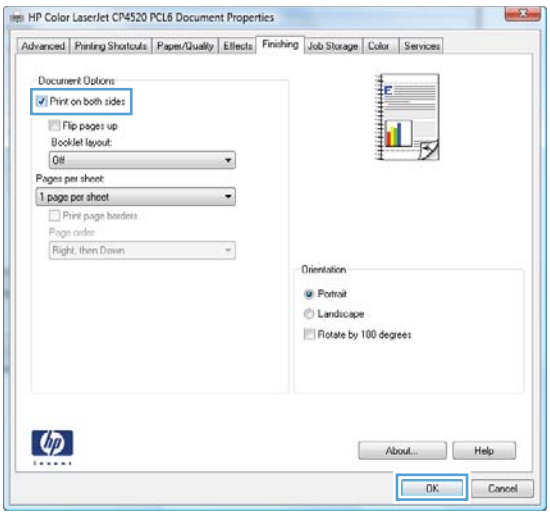

2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Finishing** tab.

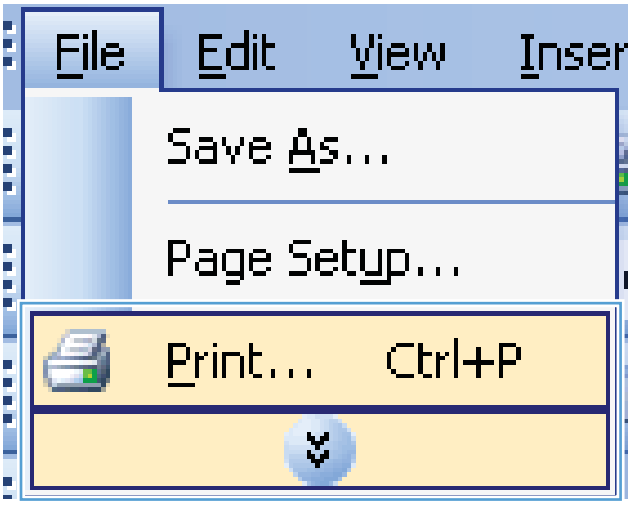



4. Select the **Print on both sides** check box. Click the **OK** button to print the job.

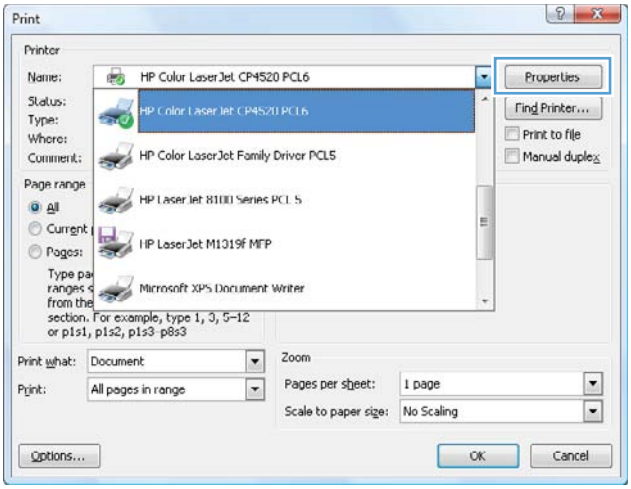


## Create a booklet with Windows

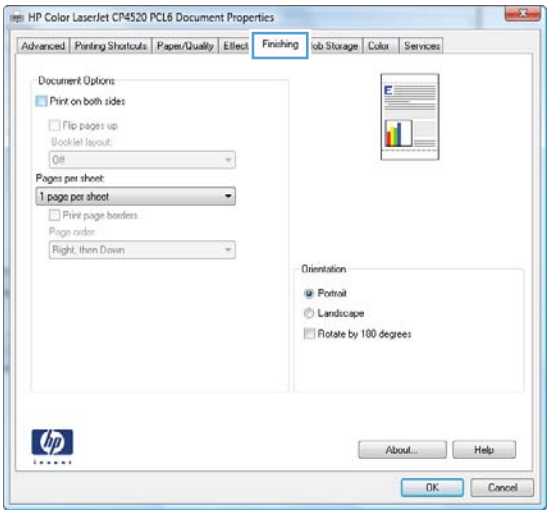
1. On the **File** menu in the software program, click **Print**.



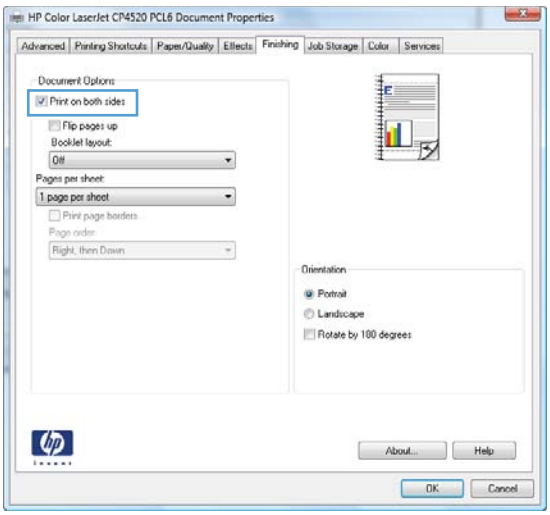

2. Select the product, and then click the **Properties** or **Preferences** button.



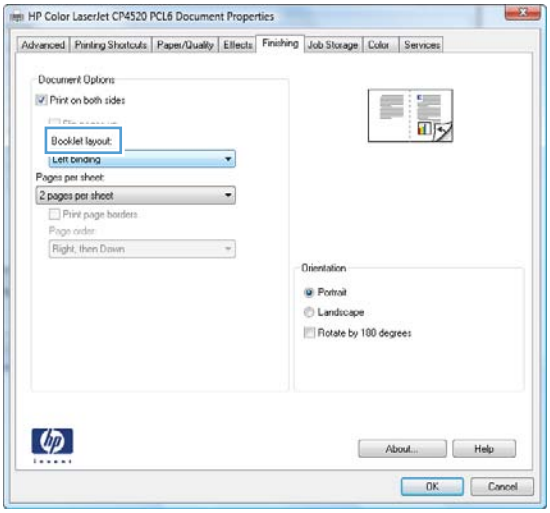
3. Click the **Finishing** tab.




4. Select the **Print on both sides** check box.

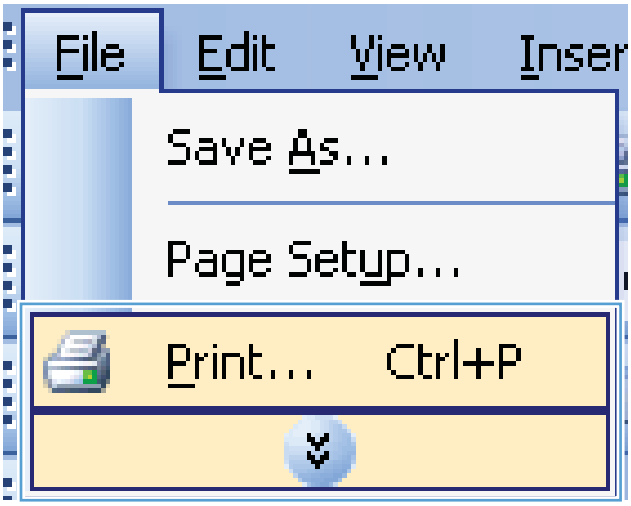


5. In the **Booklet layout** drop-down list, click the **Left binding** or **Right binding** option. The **Pages per sheet** option automatically changes to **2 pages per sheet**.

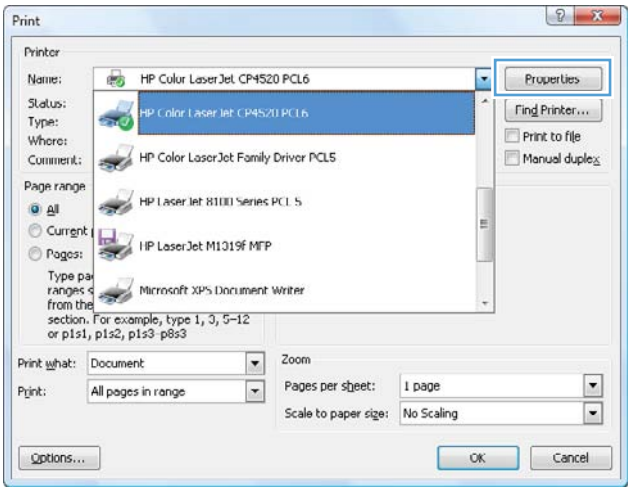



## Print multiple pages per sheet with Windows

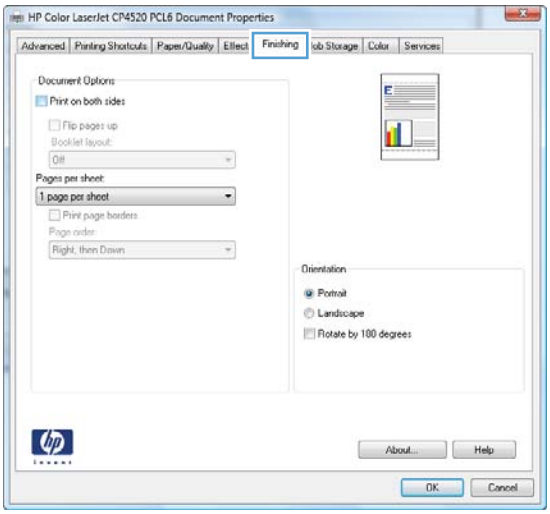
1. On the **File** menu in the software program, click **Print**.



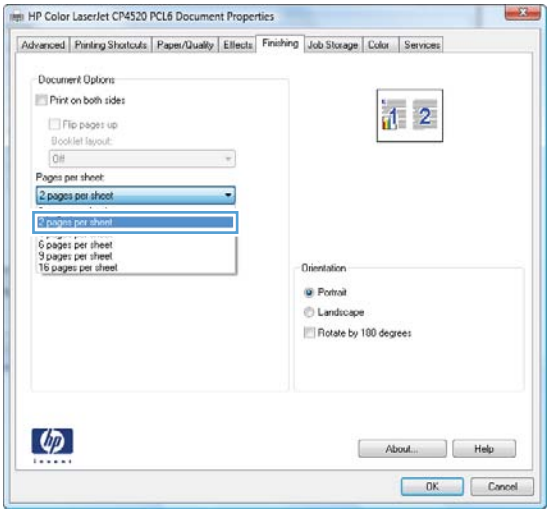
2. Select the product, and then click the **Properties** or **Preferences** button.



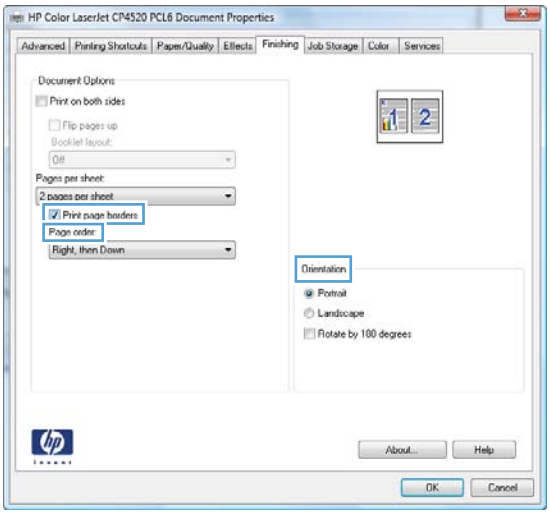

3. Click the **Finishing** tab.




4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.



5. Select the correct **Print page borders**, **Page order**, and **Orientation** options.




## Select page orientation with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Finishing** tab.
4. In the **Orientation** area, select the **Portrait** or **Landscape** option.
5. To print the page image upside down, select the **Rotate by 180 degrees** option.

## Use job storage features with Windows

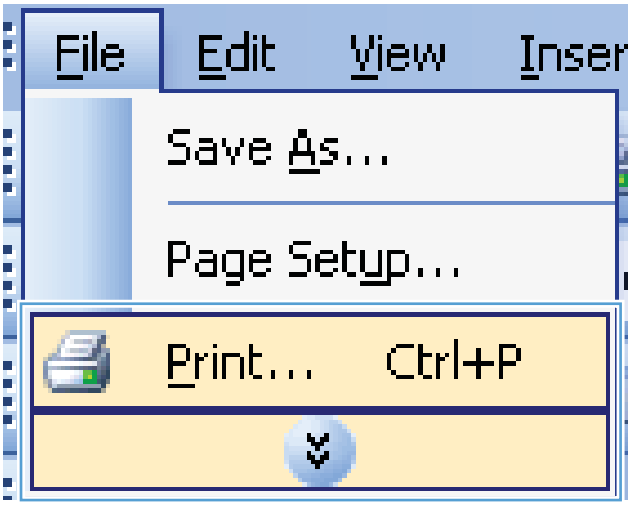
The following job-storage modes are available for print jobs:

- **Proof and Hold**: This feature provides a quick way to print and proof one copy of a job and then print more copies.
- **Personal Job**: When you send a job to the product, the job does not print until you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.
- **Quick Copy**: If the optional hard disk is installed on the product, you can print the requested number of copies of a job and then store a copy of the job on the optional hard disk. Storing the job allows you to print additional copies of the job later.
- **Stored Job**: If the optional hard disk is installed on the product, you can store a job such as a personnel form, time sheet, or calendar on the product and allow other users to print the job at any time. Stored jobs also can be protected by a PIN.

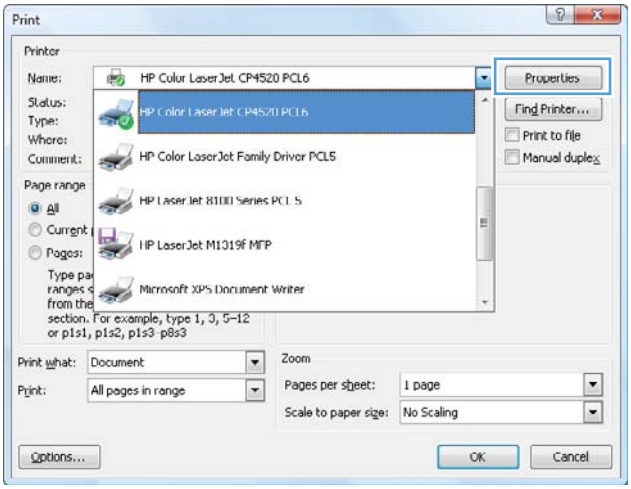
△ **CAUTION:** If you turn off the product, all **Quick Copy**, **Proof and Hold**, and **Personal Job** types of stored jobs are deleted. To permanently store the job and prevent the product from deleting it when space is needed for something else, select the **Stored Job** option in the driver.

## Create a stored job with Windows

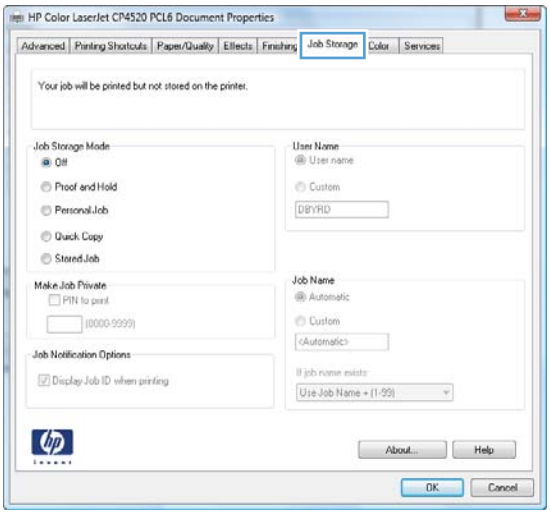
1. On the **File** menu in the software program, click **Print**.



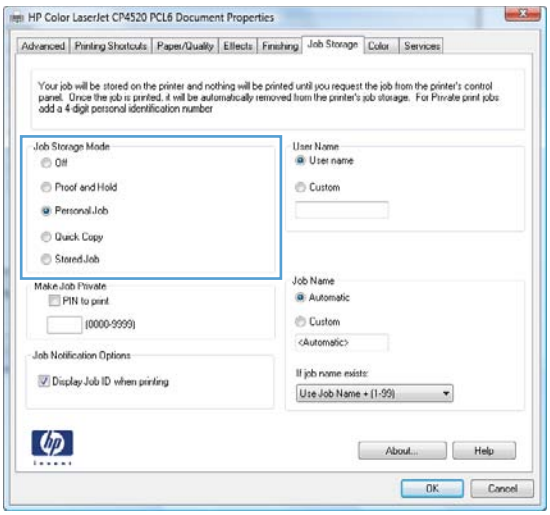

2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Job Storage** tab.

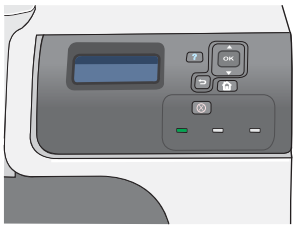



4. Select a **Job Storage Mode** option.




## Print a stored job

1. Press the Home button .



2. Press the down arrow ▼ to highlight the **RETRIEVE JOB** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight your user name, and then press the OK button.
4. Press the down arrow ▼ to highlight a job name, and then press the OK button.

The **PRINT** or **PRINT AND DELETE** option is highlighted.

**NOTE:** If you have stored more than one job on the product, you have the option to print or delete all of them at the same time.

5. Press the OK button to select the **PRINT** or **PRINT AND DELETE** option.
6. If the job requires a PIN, press the up arrow ▲ or the down arrow ▼ to enter the PIN, and then press the OK button.

**NOTE:** If you use the up arrow ▲ or the down arrow ▼ to enter the PIN, press the OK button after each digit.

7. Press the OK button to select the **COPIES** option.
8. To print the number of copies specified in the driver when the job was stored, press the OK button to select the **JOB** option.

   To print more copies than were specified in the driver when the job was stored, press the down arrow ▼ to highlight the **COPIES** option, and then press the OK button. Press the up arrow ▲ or the down arrow ▼ to select the number of copies, and then press the OK button. The number of copies printed is the number of copies specified in the driver multiplied by the number of copies specified for the **COPIES** option.

## Delete a stored job

When you send a stored job, the product overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the product needs additional space, the product might delete other stored jobs starting with the oldest. You can change the number of jobs that can be stored from the **RETRIEVE JOB** menu on the product control panel.

You can delete a job from the control panel, from the HP Embedded Web Server, or from HP Web Jetadmin. To delete a job from the control panel, use the following procedure:

1. Press the Home button .
2. Press the down arrow ▼ to highlight the **RETRIEVE JOB** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight your user name, and then press the OK button.
4. Press the down arrow ▼ to highlight a job name, and then press the OK button.
5. Press the down arrow ▼ to highlight the **DELETE** option, and then press the OK button.
6. If the job requires a PIN, press the up arrow ▲ or the down arrow ▼ to enter the PIN, and then press the OK button.

**NOTE:** If you use the up arrow ▲ or the down arrow ▼ to enter the PIN, press the OK button after each digit.

7. Press the OK button to confirm that you want to delete the job.

## Set job storage options with Windows

### Print one copy for proof before printing all the copies

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Proof and Hold** option.

### Temporarily store a personal job on the product and print it later

**NOTE:** The product deletes the job after you print it.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Personal Job** option.
5. Optional: In the **Make Job Private** area, click the **PIN to print** option, and enter a 4-digit personal identification number (PIN).
6. Print the job at any time from the product control panel.

### Temporarily store a job on the product

**NOTE:** This option is available if the optional hard disk is installed in the product.

**NOTE:** The product stores the job until you turn the product off.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Quick Copy** option.

   The requested number of copies are printed immediately, and you can print more copies from the product control panel.

### Permanently store a job on the product

**NOTE:** This option is available if the optional hard disk is installed in the product.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Stored Job** option.

### Make a permanently stored job private so that anyone who tries to print it must provide a PIN

**NOTE:** This option is available if the optional hard disk is installed in the product.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.

4. In the **Job Storage Mode** area, click the **Stored Job** option or the **Personal Job** option.
5. In the **Make Job Private** area, click the **PIN to print** option, and enter a 4-digit personal identification number (PIN).

**NOTE:** To print the job or to delete it, you must provide the PIN at the product control panel.

### Receive notification when someone prints a stored job

**NOTE:** Only the person who created the stored job receives notification. You do not receive notification when someone prints a stored job that another person has created.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. Select the job storage mode that you want.
5. In the **Job Notifications Options** area, click the **Display Job ID when printing** option.

### Set the user name for a stored job

Follow this procedure to change the user name for a stored job.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. Select the job storage mode that you want.
5. In the **User Name** area, click the **User name** option to use the Windows default user name. To provide a different user name, click the **Custom** option and type the name.

### Specify a name for the stored job

Follow this procedure to change the default name for a stored job.

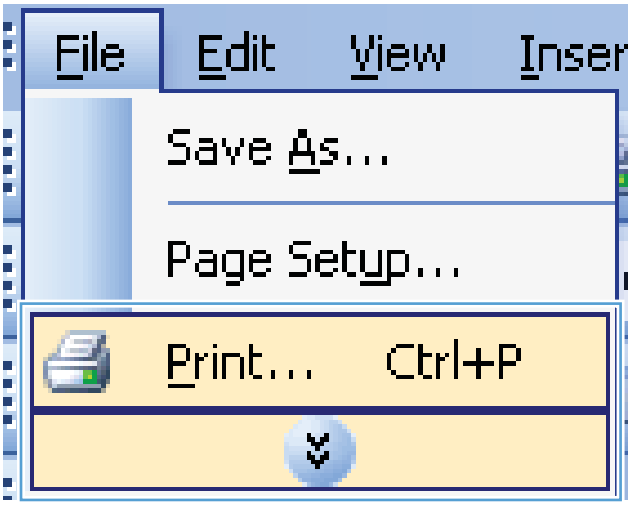
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. Select the job storage mode that you want.
5. To automatically generate the job name associated with the stored document, in the **Job Name** area, click the **Automatic** option. The driver uses the document file name, if it is available. If the document has no file name, the driver uses the software program name or a time stamp for the job name.

To specify a job name, click the **Custom** option and type the name.

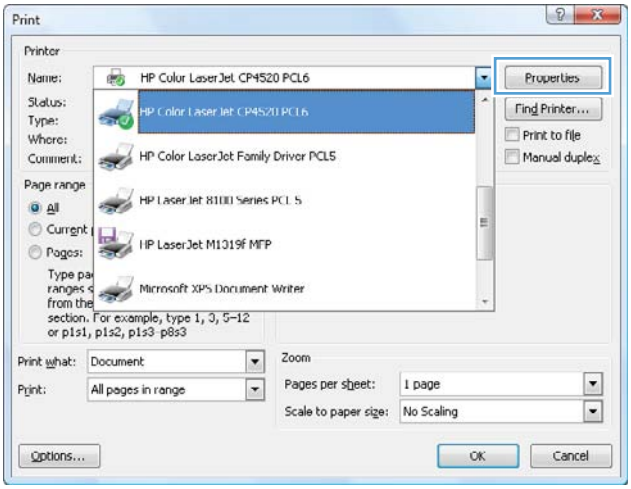
6. Select an option from the **If job name exists** drop-down list.
   - Select the **Use Job Name + (1-99)** option to add a number to the end of the existing name.
   - Select the **Replace Existing File** option to overwrite a job that already has that name.

## Set color options with Windows

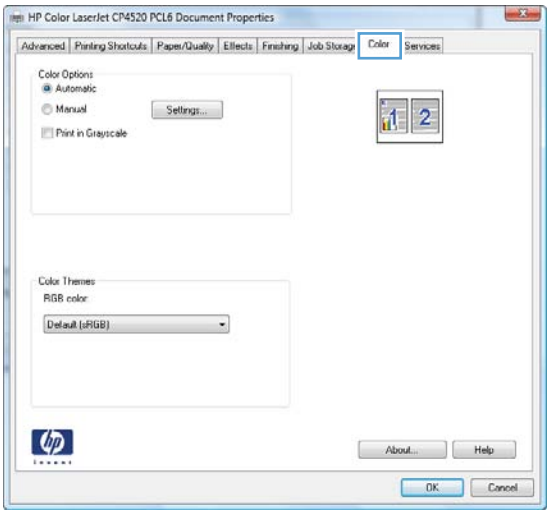
1. On the **File** menu in the software program, click **Print**.



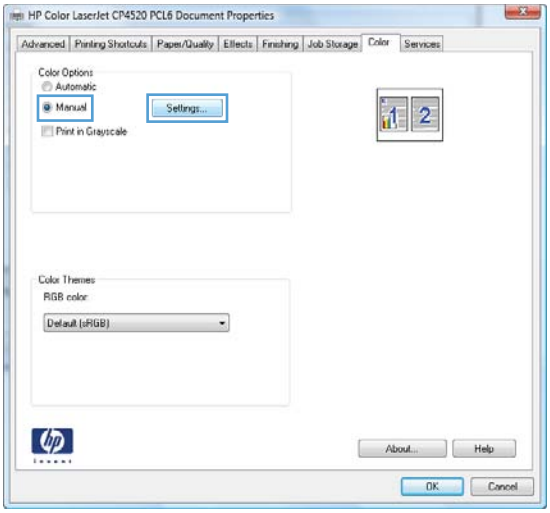

2. Select the product, and then click the **Properties** or **Preferences** button.



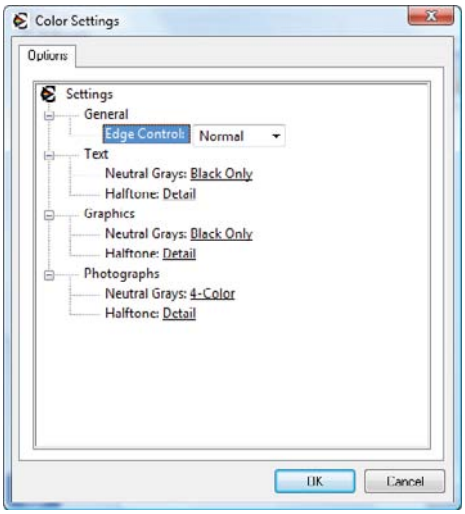
3. Click the **Color** tab.




4. In the **Color Options** area, click the **Manual** option, and then click the **Settings** button.




5. Adjust the general settings for Edge Control, and settings for text, graphics, and photographs.



# Print special jobs with Windows

## Print business graphics or marketing material

You can use this product to print marketing and sales material or other color documents on glossy paper. To maximize the quality of this output you must do the following:

1. Choose the appropriate paper. See the following table.
2. At the product control panel, configure the paper tray for the correct paper type.
3. Select the corresponding settings in the printer driver.

### Supported glossy paper

| HP glossy paper product | Product code | Product size | Control panel and print driver settings |
|---|---|---|---|
| HP Laser Presentation Paper, Soft Gloss | Q6541A | Letter | **HP soft gloss 120g** |
| HP Laser Presentation Paper, Glossy | Q2546A | Letter | **HP glossy 130g** |
| HP Laser Presentation Paper, Glossy | Q2552A | A4 | **HP glossy 130g** |
| HP Laser Professional Paper, Soft Gloss | Q6542A | A4 | **HP soft gloss 120g** |
| HP Laser Brochure Paper, Glossy | Q6611A, Q6610A | Letter | **HP glossy 160g** |
| HP Laser Superior Paper, Glossy | Q6616A | A4 | **HP glossy 160g** |
| HP Laser Photo Paper, Glossy | Q6607A, Q6608A | Letter | **HP glossy 220g** |
| HP Laser Photo Paper, Glossy | Q6614A | A4 | **HP glossy 220g** |
| HP Laser Photo Paper, Glossy 4x6 | Q8842A | 101.6 x 152.4 mm (4 x 6 in) | **HP glossy 220g** |
| HP Laser Photo Paper, Glossy 10 cm x 15 cm | Q8843A | 101.6 x 152.4 mm (4 x 6 in) | **HP glossy 220g** |

**NOTE:** In the United States, see www.hp.com/go/paper for a complete list of HP brand paper.

## Print weatherproof maps and outdoor signs

The product can print durable, waterproof maps, signs, or menus by using HP Tough Paper. HP Tough Paper is a waterproof, tear-proof, satin finish paper that retains rich, vibrant print color and clarity even

when exposed to heavy usage or weather. This avoids expensive and time-consuming lamination. To maximize the quality of this output you must do the following:

- Choose the appropriate paper. See the following table.
- At the product control panel, configure the paper tray for the correct paper type.
- Select the corresponding settings in the printer driver.

### Supported tough paper

| HP paper name | Product code | Product size | Control panel and print driver settings |
|---|---|---|---|
| HP LaserJet Tough Paper | Q1298A | Letter | HP Tough Paper |
| HP LaserJet Tough Paper | Q1298B | A4 | HP Tough Paper |

## Set the duplex alignment

For documents that are printed on both sides, such as brochures, set the registration for the tray before printing to ensure that the front and back of the page are aligned.

1. Press the Home button .
2. Press the down arrow ▼ to highlight the **CONFIGURE DEVICE** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the **PRINT QUALITY** menu, and then press the OK button.
4. Press the down arrow ▼ to highlight the **SET REGISTRATION** menu, and then press the OK button.
5. Press the down arrow ▼ to highlight the **ADJUST TRAY <X>** menu for the tray that you want to adjust, and then press the OK button.
6. Press the down arrow ▼ to highlight the **PRINT TEST PAGE** setting, and then press the OK button.
7. Follow the instructions on the test page to complete the adjustment.

# 8 Color


- Adjust color
- Match colors
- Advanced color use

# Adjust color

Manage color by changing the settings on the **Color** tab (Windows) or the **Color Options** or **Color/ Quality Options** menu (Mac) in the printer driver.

## Automatic

Setting color options to the default or **Automatic** setting typically produces the best possible print quality for color documents. The default or **Automatic** color adjustment option optimizes the neutral-gray color treatment, halftones, and edge enhancements for each element in a document. For more information, see the printer driver online Help.

## Print in Grayscale

Select the **Print in Grayscale** option (Windows) or the **Print Color as Gray** option (Mac) from the printer driver to print a color document in black and white. This option is useful for printing color documents that will be photocopied or faxed. The product uses the monochrome mode, which reduces use of the color cartridges.

## Manual color adjustment

Manually set the color options to adjust the neutral-gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To open the manual color adjustment options, follow one of these procedures:

- **Windows**: From the **Color** tab, click the **Manual** button, and then click the **Settings** button.
- **Mac**: Open the **Advanced** menu, or select the appropriate tab.

### Manual color options

Use manual color options to adjust the **Neutral Grays**, **Halftone**, and **Edge Control** options for text, graphics, and photographs.

**Table 8-1 Manual color options**

| Setting description | Setting options |
|---|---|
| **Halftone**<br><br>**Halftone** options affect the color output resolution and clarity. | • **Smooth** provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are the top priority.<br>• **Detail** is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and details are the top priority. |

**Table 8-1 Manual color options (continued)**

| Setting description | Setting options |
| --- | --- |
| **Neutral Grays**<br><br>The **Neutral Grays** setting determines the method for creating gray colors used in text, graphics, and photographs. | • **Black Only** generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs.<br>• **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black. |
| **Edge Control**<br><br>The **Edge Control** setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly. | • **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on.<br>• **Normal** sets trapping at a medium level. Adaptive halftoning is on.<br>• **Light** sets trapping at a minimal level. Adaptive halftoning is on.<br>• **Off** turns off both trapping and adaptive halftoning. |

# Match colors

The process of matching product output color to your computer screen is quite complex because printers and computer monitors use different methods of producing color. Monitors *display* colors by light pixels using an RGB (red, green, blue) color process, but printers *print* colors using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor. These factors include:

- Paper
- Printer colorants (inks or toners for example)
- Printing process (inkjet, press, or laser technology for example)
- Overhead lighting
- Personal differences in perception of color
- Software programs
- Printer drivers
- Computer operating system
- Monitors and monitor settings
- Video cards and drivers
- Operating environment (humidity for example)

Keep the above factors in mind when colors on your screen do not perfectly match your printed colors.

For most users, the best method for matching colors on your screen to your product is to print sRGB colors.

## Sample book color matching

The process for matching product output to preprinted sample books and standard color references is complex. In general, you can obtain a reasonably good match to a sample book if the inks used to create the sample book are cyan, magenta, yellow, and black. These are usually referred to as process color sample books.

Some sample books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the range of the product. Most spot color sample books have companion process sample books that provide CMYK approximations to the spot color.

Most process sample books will state which process standards were used to print the sample book. In most cases they will be SWOP, EURO, or DIC. To get optimal color matching to the process sample book, select the corresponding ink emulation from the product menu. If you cannot identify the process standard, use SWOP ink emulation.

## Print color samples

To use the color samples, select the color sample that is the closest match to the desired color. Use the sample's color value in your software program to describe the object you wish to match. Colors may

vary depending on paper type and the software program used. For more details on how to use the color samples, go to www.hp.com/support/cljcp4025 or www.hp.com/support/cljcp4525.

Use the following procedure to print color samples at the product using the control panel:

1. Press the Home button .
2. Press the down arrow ▼ to highlight the **INFORMATION** menu, and press the OK button.
3. Press the down arrow ▼ to highlight either the **PRINT RGB SAMPLES** or the **PRINT CMYK SAMPLES** option, and press the OK button.

## PANTONE® color matching

PANTONE has multiple color matching systems. PANTONE MATCHING SYSTEM® is very popular and uses solid inks to generate a wide range of color hues and tints. See www.hp.com/go/cljcp4025_software or www.hp.com/go/cljcp4525_software for details on how to use PANTONE Colors with this product.

**NOTE:** PANTONE Colors generated might not match PANTONE-identified standards. Consult current PANTONE Publications for accurate color.

# Advanced color use

The product provides automatic color features that generate excellent color results. Carefully designed and tested color tables provide smooth, accurate color rendition of all printable colors.

The product also provides sophisticated tools for the experienced professional.

## HP ColorSphere toner

HP designs the print system (printer, print cartridges, toner, and paper) to work together to optimize print quality, product reliability, and user productivity. Original HP print cartridges contain HP ColorSphere toner that is specifically matched to your printer so that it will produce a wide range of brilliant colors. This helps you create professional looking documents that contain sharp, clear text and graphics and realistic printed photos.

HP ColorSphere toner produces print-quality consistency and intensity you can depend on across a wide range of papers. You can produce documents that help you make the right impression. Plus, HP professional-quality everyday and specialty papers (including a wide variety of HP media types and weights) are designed for the way you work.

## HP ImageREt 3600

HP ImageREt 3600 print technology is a system of innovative technologies developed exclusively by HP to deliver superior print quality. The HP ImageREt system sets itself apart from the industry by integrating technology advancements and optimizing each element of the print system. Several categories of HP ImageREt have been developed for a variety of user needs.

The system's foundation is composed of key color laser technologies, including image enhancements, smart supplies, and high-resolution imaging. As the level or category of ImageREt increases, these core technologies are refined for more advanced system usage, and additional technologies are integrated. HP offers superior image enhancements for general office documents and marketing collateral. Optimized for printing on HP color laser high-gloss papers, HP Image REt 3600 provides superior results on all supported media, and under a variety of environmental conditions.

## Paper selection

For the best color and image quality, select the appropriate paper type from the control panel menu or from the printer driver.

## Color options

Color options automatically provide optimal color output. These options use object tagging, which provides optimal color and halftone settings for different objects (text, graphics, and photos) on a page. The printer driver determines which objects appear on a page and uses halftone and color settings that provide the best print quality for each object.

In the Windows environment, the **Automatic** and **Manual** color options are on the **Color** tab in the printer driver.

## Standard red-green-blue (sRGB)

Standard red-green-blue (sRGB) is a worldwide color standard that HP and Microsoft developed as a common color language for monitors, input devices (scanners and digital cameras), and output devices (printers and plotters). It is the default color space used for HP products, Microsoft operating systems,

the World Wide Web, and most office software. The sRGB standard represents the typical Windows monitor and is the convergence standard for high-definition television.

**NOTE:** Factors such as the type of monitor you use and the room lighting can affect the appearance of colors on your screen. For more information, see Match colors on page 148.

The latest versions of Adobe PhotoShop®, CorelDRAW®, Microsoft Office, and many other programs use sRGB to communicate color. Because it is the default color space in Microsoft operating systems, sRGB has been adopted broadly. When programs and devices use sRGB to exchange color information, typical users experience greatly improved color matching.

The sRGB standard improves your ability to match colors between the product, the computer monitor, and other input devices automatically, and eliminates the need to become a color expert.

# 9 Manage and maintain


- Print information pages
- Use the HP Easy Printer Care software
- Use the HP Embedded Web Server
- Use HP Web Jetadmin software
- Product security features
- Economy settings
- Manage supplies and accessories
- Replacement instructions
- Clean the product
- Product updates

# Print information pages

Information pages provide details about the product and its current configuration. Use the following procedure to print the information pages:

1. Press the Home button.
2. Press the down arrow ▼ to highlight the **INFORMATION** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the required information, and then press the OK button to print.

| Item | Description |
|---|---|
| **PRINT MENU MAP** | Prints the control-panel menu map, which shows the layout and current settings of the control-panel menu items. |
| **PRINT CONFIGURATION** | Prints the product configuration pages, which show the printer settings and installed accessories. |
| **PRINT SUPPLIES STATUS PAGE** | Prints the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information.<br><br>HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different than the approximations provided. |
| **SUPPLIES STATUS** | Displays the approximate status of the print cartridges, transfer kit, fuser kit, and toner collection unit in a scrollable list. Press the OK button to open help for each item. |
| **PRINT USAGE PAGE** | Prints a count of all paper sizes that have passed through the product; lists whether they were simplex, duplex, monochrome, or color; and reports the page count. |
| **PRINT COLOR USAGE JOB LOG** | Prints the color-use statistics for the printer. |
| **PRINT DEMO PAGE** | Prints a demonstration page. |
| **PRINT RGB SAMPLES** | Prints color samples for different RGB values. Use the samples as a guide for matching printed colors. |
| **PRINT CMYK SAMPLES** | Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors. |
| **PRINT FILE DIRECTORY** | Prints the name and directory of files stored in the product. |
| **PRINT PCL FONT LIST** | Prints the available PCL fonts. |
| **PRINT PS FONT LIST** | Prints the available PS fonts. |

# Use the HP Easy Printer Care software

## Open the HP Easy Printer Care software

**NOTE:** HP Easy Printer Care is not compatible with Mac OS.

Use one of the following methods to open the HP Easy Printer Care software:

- On the **Start** menu, select **Programs**, select **Hewlett-Packard**, select **HP Easy Printer Care**, and then click **Start HP Easy Printer Care**.
- In the Windows system tray (in the lower-right corner of the desktop), double-click the HP Easy Printer Care icon.
- Double-click the desktop icon.

## HP Easy Printer Care software sections

HP Easy Printer Care software can provide information about multiple HP products that are on your network as well as any products that are directly connected to your computer. Some of the items that are in the following table might not be available for every product.

The Help button (**?**) in the upper-right corner of each page provides more detailed information about the options on that page.

| Section | Options |
|---|---|
| **Device List** tab<br><br>When you open the software, this is the first page that appears.<br><br>**NOTE:** To return to this page from any tab, click **My HP Printers** in the left side of the window. | • **Devices** list: Shows the products that you can select.<br><br>**NOTE:** The product information appears either in list form or as icons, depending on the setting for the **View as** option.<br><br>• The information on this tab includes current alerts for the product.<br><br>• If you click a product in the list, the HP Easy Printer Care opens the **Overview** tab for that product. |
| **Compatible Printers** | Provides a list of all the HP products that support HP Easy Printer Care software. |
| **Find Other Printers** window<br><br>Add more products to the **My HP Printers** list | Click the **Find Other Printers** link in the **Devices** list to open the **Find Other Printers** window. The **Find Other Printers** window provides a utility that detects other network printers so that you can add them to the **My HP Printers** list and then monitor those products from your computer. |
| **Overview** tab<br><br>Contains basic status information for the product | • **Device Status** section: This section shows product-identification information and the product status. It indicates product-alert conditions, such as when a print cartridge has reached is estimated end of life. After you correct a problem with the product, click the refresh button in the upper-right corner of the window to update the status.<br><br>• **Supplies Status** section: Shows detailed supplies status, such as the estimated life remaining in the print cartridge and the status of the paper that is loaded in each tray.<br><br>• **Supplies Details** link: Opens the supplies status page to view more detailed information about product supplies, ordering information, and recycling information. |

| Section | Options |
| --- | --- |
| **Support** tab<br><br>Provides links to support information | • **Device Status** section: This section shows product-identification information and the product status. It indicates product-alert conditions, such as a print cartridge that is at its estimated end of life. After you correct a problem with the product, click the refresh button in the upper-right corner of the window to update the status.<br><br>• **Device Management** section: Provides links to information about HP Easy Printer Care, to advanced product settings, and to product usage reports.<br><br>• **Troubleshooting and Help**: Provides links to tools that you can use to resolve problems, to online product support information, and to online HP experts. |
| **Settings** tab<br><br>Configure product settings, adjust print-quality settings, and find information about specific product features<br><br>**NOTE:** This tab is not available for some products. | • **About**: Provides general information about this tab.<br><br>• **General**: Provides information about the product, such as the model number, serial number, and the settings for date and time, if they are available.<br><br>• **Information Pages**: Provides links to print the information pages that are available for the product.<br><br>• **Capabilities**: Provides information about product features, such as duplexing, the available memory, and the available printing personalities. Click **Change** to adjust the settings.<br><br>• **Print Quality**: Provides information about print-quality settings. Click **Change** to adjust the settings.<br><br>• **Trays / Paper**: Provides information about the trays and how they are configured. Click **Change** to adjust the settings.<br><br>• **Restore Defaults**: Provides a way to restore the product settings to the factory defaults. Click **Restore** to restore the settings to the defaults. |
| **HP Proactive Support**<br><br>**NOTE:** This item is available from the **Overview** and **Support** tabs. | When enabled, HP Proactive Support routinely scans your printing system to identify potential problems. Click the **more info** link to configure how frequently the scans occur. This page also provides information about available updates for product software, firmware, and HP printer drivers. You can accept or decline each recommended update. |
| **Supplies Ordering** button<br><br>Click the **Supplies Ordering** button on any tab to open the **Supplies Ordering** window, which provides access to online supplies ordering.<br><br>**NOTE:** This item is available from the **Overview** and **Support** tabs. | • Ordering list: Shows the supplies that you can order for each product. To order a certain item, click the **Order** check box for that item in the supplies list. You can sort the list by product, or by the supplies that need to be ordered the soonest. The list contains supplies information for every product that is in the **My HP Printers** list.<br><br>• **Shop Online for Supplies** button: Opens the HP SureSupply Web site in a new browser window. If you have checked the **Order** check box for any items, the information about those items can be transferred to the Web site, where you will receive information on options for purchasing your selected supplies.<br><br>• **Print Shopping List** button: Prints the information for the supplies that have the **Order** check box selected. |

| Section | Options |
| --- | --- |
| **Alert Settings** link<br><br>**NOTE:** This item is available from the **Overview** and **Support** tabs. | Click **Alert Settings** to open the Alert Settings window, in which you can configure alerts for each product.<br><br>• Alerting is on or off: Activates or deactivates the alerts feature.<br><br>• **Printer Alerts**: Select the option to receive alerts for critical errors only, or for any error.<br><br>• **Job Alerts**: For products that support it, you can receive alerts for specific print jobs. |
| **Color Access Control**<br><br>**NOTE:** This item is available only for HP color products that support Color Access Control.<br><br>**NOTE:** This item is available from the **Overview** and **Support** tabs. | Use this feature to permit or restrict color printing. |

# Use the HP Embedded Web Server

Use the HP Embedded Web Server to view product status, configure product network settings, and to manage printing functions from your computer instead of from the product control panel. The following are examples of what you can do using the HP Embedded Web Server:

**NOTE:** When the product is directly connected to a computer, use the HP Easy Printer Care software to view the product status instead of the HP Embedded Web Server.

- View product status information.
- Determine the remaining life for all supplies and order new ones.
- View and change tray configurations.
- View and change the product control-panel menu configuration.
- View and print internal pages.
- Receive notification of product and supplies events.
- View and change network configuration.

To use the HP Embedded Web Server, you must have Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later for Windows, Mac OS, and Linux (Netscape only). Netscape Navigator 4.7 is required for HP-UX 10 and HP-UX 11. The HP Embedded Web Server works when the product is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based product connections. You do not have to have Internet access to open and use the HP Embedded Web Server.

When the product is connected to the network, the HP Embedded Web Server is automatically available.

**NOTE:** For complete information about using the HP Embedded Web Server, see the *HP Embedded Web Server User Guide*, which is on the HP Web site at www.hp.com/support/cljcp4025 or www.hp.com/support/cljcp4525.

## Open the HP Embedded Web Server by using a network connection

1. Identify the product IP address or host name:
   a. At the product control panel press the Home button.
   b. Highlight and select the **INFORMATION** menu.
   c. Highlight and select the **PRINT CONFIGURATION** option.
   d. Locate the IP address or host name on the HP Jetdirect page.
2. In a supported Web browser on your computer, type the product IP address or host name in the address/URL field.

## Features

| Tab or section | Options |
| --- | --- |
| **Information** tab<br><br>Provides product, status, and configuration information | • **Device Status**: Shows the product status and shows the estimated life remaining of HP supplies. The page also shows the type and size of print paper set for each tray. To change the default settings, click **Change Settings**.<br>• **Configuration Page**: Shows the information found on the configuration page.<br>• **Supplies Status**: Shows the estimated life remaining of HP supplies. This page also provides supplies part numbers. To order new supplies, click **Shop for Supplies** in the **Other Links** area on the left side of the window.<br>• **Event Log**: Shows a list of all product events and errors. Use the **hp instant support** link (in the **Other Links** area on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help you solve **Event Log** issues and other problems. These pages also show additional services available for the product.<br>• **Usage Page**: Shows a summary of the number of pages the product has printed, grouped by size, type, and paper print path.<br>• **Diagnostics Page**: Provides the time of the last calibration and the electro-photographic (EP) parameters that can be used to diagnose some print quality problems. For more information, contact HP Support. See Customer support on page 256.<br>• **Device Information**: Shows the product network name, address, and model information. To customize these entries, click **Device Information** on the **Settings** tab.<br>• **Control Panel**: Shows messages from the control panel, such as **Ready** or **Sleep mode on**.<br>• **Color Usage Job Log**: Shows the total pages printed, the number of pages printed in color, and the number of pages printed in black only.<br>• **Print**: Send print-ready jobs to the product. |

| Tab or section | Options |
| --- | --- |
| **Settings** tab<br><br>Provides the ability to configure the product from your computer | • **Configure Device**: Configure product default settings. This page contains the traditional menus found on the control-panel display.<br>• **Tray Sizes/Types**: Configure the size and type of paper for each tray.<br>• **E-mail Server**: Network only. Used in conjunction with the **Alert Subscriptions** page to set up e-mail alerts.<br>• **Alert Subscriptions**: Network only. Receive e-mail alerts for various product and supplies events. Click **New Destination List** to set up an e-mail list for alert messages.<br>• **Alert Thresholds**: Set the time or value for when the product sends particular alerts.<br>• **AutoSend**: Configure the product to send automated e-mails regarding product configuration and supplies to specific e-mail addresses.<br>• **Security**: Set a password for access to the **Settings** and **Networking** tabs as well as portions of the product's control panel and HP Jetdirect networking. Enable and disable certain features of the product.<br>• **Edit Other Links**: Add or customize a link to another Web site. This link appears in the **Other Links** area on all HP Embedded Web Server pages.<br>• **Device Information**: Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product.<br>• **Language**: Set the language in which to display the HP Embedded Web Server information.<br>• **Date & Time**: Set the date and time or synchronize with a network time server.<br>• **Sleep Schedule**: Set or edit the product sleep time and a wake time for the product to become ready.<br>• **Restrict Color**: Permit or restrict color printing. You can specify permissions for individual users or for jobs that are sent from specific software programs.<br><br>**NOTE:** The **Settings** tab can be password-protected. If this product is on a network, always consult with the system administrator before changing settings on this tab. |

| Tab or section | Options |
| --- | --- |
| **Networking** tab<br><br>Provides the ability to change network settings from your computer | Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. This tab does not appear if the product is directly connected to a computer, or if the product is connected to a network using anything other than an HP Jetdirect print server.<br><br>For Mac OS X, you can change the Bonjour name that displays for products on the network.<br><br>**NOTE:** The **Networking** tab can be password-protected. |
| **Other Links**<br><br>Contains links that connect you to the Internet | • **hp instant support**: Connects to the HP Web site to help you find solutions to product problems.<br><br>• **Shop for Supplies**: Connects to the HP SureSupply Web site, where you can receive information on options for purchasing original HP supplies, such as print cartridges and paper.<br><br>• **Product Support**: Connects to the support site for the product.<br><br>• **Show Me How**: Connects to information that demonstrates specific tasks for the product, such as clearing jams and printing on various types of paper.<br><br>**NOTE:** You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the HP Embedded Web Server, you must connect before you can visit these Web sites. Connecting might require that you close the HP Embedded Web Server and reopen it. |

# Use HP Web Jetadmin software

HP Web Jetadmin is a Web-based software solution for remotely installing, monitoring, and troubleshooting network-connected peripherals. Management is proactive, allowing network administrators the ability to resolve issues before users are affected. Download this free, enhanced-management software at www.hp.com/go/webjetadmin.

Device plug-ins can be installed into HP Web Jetadmin to provide support for specific product features. The HP Web Jetadmin software can automatically notify you when new plug-ins are available. On the **Product Update** page, follow the directions to automatically connect to the HP Web site and install the latest device plug-ins for your product.

**NOTE:** Browsers must be Java™-enabled. Browsing from an Apple PC is not supported.

# Product security features

## Security statements

The product supports security standards and recommended protocols that help you keep the product secure, protect critical information on your network, and simplify the way you monitor and maintain the product.

For in-depth information about HP's secure imaging and printing solutions, visit www.hp.com/go/secureprinting. The site provides links to white papers and FAQ documents about security features.

### IP Security

IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the product. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.

For products that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

## Secure the HP Embedded Web Server

Assign a password for access to the embedded Web server so that unauthorized users cannot change the product settings.

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **Settings** tab.
3. On the left side of the window, click the **Security** menu.
4. In the **Device Security Settings** area, click the **Configure . . .** button.
5. In the **Device Password** area, type the password in the **New Password** box, and type it again in the **Verify password** box.
6. Click the **Apply** button. Make note of the password and store it in a safe place.

## HP Encrypted High Performance Hard Disks

This product supports an optional encrypted hard disk that you can install in the EIO accessory slot. This hard disk provides hardware-based encryption so you can securely store sensitive print, copy, and scan data without impacting product performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

Use the **Security** menu in the HP Embedded Web Server to configure the disk.

For more information about the encrypted hard disk, see the *HP High-Performance Secure Hard Disk Setup Guide*.

1. Go to www.hp.com/support.
2. Type **Secure Hard Disk** into the search box and click the **>>** button.
3. Click the **HP Secure High Performance Hard Disk Drive** link.
4. Click the **Manuals** link.

For information about ordering this accessory, see Supplies and accessories on page 245.

## Secure stored jobs

You can protect jobs that are stored on the product by assigning a PIN to them. Anyone who tries to print these protected jobs must first enter the PIN at the product control panel.

For more information, see Use job storage features with Windows on page 134.

## Lock the control panel menus

You can lock various menus on the control panel by using the HP Embedded Web Server.

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **Settings** tab, and then click the **Security** link.
3. Click the **Device Security Settings** button.
4. In the **Control Panel Access Lock** area, select the level of security that you want.

   **Minimum Menu Lock**

   - The **SYSTEM SETUP** menu is locked.
   - The **I/O** menu is locked.
   - The **RESETS** menu is locked.
   - The **MANAGE SUPPLIES** menu is locked.

   **Moderate Menu Lock**

   - The **CONFIGURE DEVICE** menu is locked (all submenus).
   - The **DIAGNOSTICS** menu is locked.
   - The **MANAGE SUPPLIES** menu is locked.

   **Intermediate Menu Lock**

   - The **PAPER HANDLING** menu is locked.
   - The **CONFIGURE DEVICE** menu is locked (all submenus).
   - The **DIAGNOSTICS** menu is locked.
   - The **MANAGE SUPPLIES** menu is locked.

   **Maximum Menu Lock**

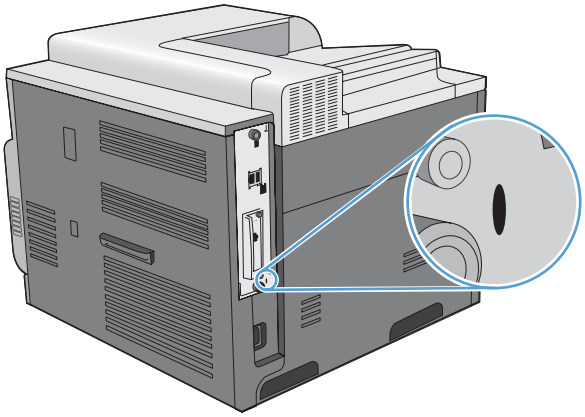
   - The **INFORMATION** menu is locked.
   - The **PAPER HANDLING** menu is locked.
   - The **CONFIGURE DEVICE** menu is locked (all submenus).

- The **DIAGNOSTICS** menu is locked.
- The **MANAGE SUPPLIES** menu is locked.

5. Click the **Apply** button.

## Lock the formatter

The formatter area, on the back of the product, has a slot that you can use to attach a security cable. Locking the formatter prevents someone from removing valuable components from it.



# Economy settings

## Optimize speed or energy usage

The optimum speed or energy usage feature controls the fuser cool down behavior. The following settings are available:

| | |
|---|---|
| **FASTER FIRST PAGE** | The fuser maintains power and the first page processes faster for any new job that is sent to the product. |
| **SAVE ENERGY** | The fuser reduces power when it is idle. |
| **SAVE MORE ENERGY** | The fuser reduces power when it is idle. The fuser reduces more power than the **SAVE ENERGY** setting. |
| **SAVE MOST ENERGY** | The fuser is turned-off and it gradually cools to room temperature. The **SAVE MOST ENERGY**setting takes the longest time to print the first page. |

Complete the following steps to optimize the product for speed or energy usage:

1. Press the Home button .
2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.
   a. **CONFIGURE DEVICE**
   b. **SYSTEM SETUP**
   c. **OPTIMUM SPEED/ENERGY USAGE**
3. Select the appropriate option.

## Powersave modes

The adjustable sleep mode feature reduces power consumption when the product has been inactive for an extended period. You can set the length of time before the product enters sleep mode.

**NOTE:** This mode does not affect product warm-up time.

### Disable or enable sleep mode

1. Press the Home button .
2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.
   a. **CONFIGURE DEVICE**
   b. **RESETS**
   c. **SLEEP MODE**

3. Press the up arrow or down arrow ▲/▼ to select the **ON** or **OFF** setting, and then press the OK button.
4. Press the Home button .

## Set sleep delay

1. Press the Home button .
2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.
   a. **CONFIGURE DEVICE**
   b. **SYSTEM SETUP**
   c. **SLEEP DELAY**
3. Press the up or down arrow ▲/▼ to select the appropriate time period, and then press the OK button.
4. Press the Home button .

## Wake time

The wake time feature allows you to instruct the product to wake at a certain time on selected days, to eliminate waiting for the warm-up and calibration periods. You must have the **SLEEP MODE** setting on to set the wake time.

**NOTE:** Make sure that the real-time clock is set to the correct date and time before you set the wake time.

### Set the real-time clock

Use the real-time clock feature to set the date and time settings. The date and time information is attached to stored print jobs, so you can identify the most recent versions.

| | |
|---|---|
| Access the **DATE/TIME** menu | 1. Press the Home button .<br>2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.<br>a. **CONFIGURE DEVICE**<br>b. **SYSTEM SETUP**<br>c. **DATE/TIME** |
| Set the date | 1. From the **DATE/TIME** menu, highlight and select the **DATE** menu.<br>2. Press the up arrow or down arrow ▲/▼ to select the year, month, and day. Press the OK button after each selection. |
| Set the date format | 1. From the **DATE/TIME** menu, highlight and select the **DATE FORMAT** menu.<br>2. Press the up arrow or down arrow ▲/▼ to select the date format, and then press the OK button. |

| | |
|---|---|
| Set the time | 1. From the **DATE/TIME** menu, highlight and select the **TIME** menu.<br>2. Press the up arrow or down arrow ▲/▼ to select the hour, minute, and AM/PM setting. Press the OK button after each selection. |
| Set the time format | 1. From the **DATE/TIME** menu, highlight and select the **TIME FORMAT** menu.<br>2. Press the up arrow or down arrow ▲/▼ to select the time format, and then press the OK button. |

### Set the wake time

1. Press the Home button .
2. Open each of the following menus. Press the down arrow ▼ to highlight it and then press the OK button to select it.
   a. **CONFIGURE DEVICE**
   b. **SYSTEM SETUP**
   c. **WAKE TIME**
3. Press the up arrow or down arrow ▲/▼ to select the day of the week, and then press the OK button.
4. Press the down arrow ▼ to select the **CUSTOM** setting, and then press the OK button.
5. Press the up arrow or down arrow ▲/▼ to select the hour, minutes, and the AM or PM setting. Press the OK button after each selection.
6. Press the OK button to enter the **APPLY TO ALL DAYS** menu.
7. Press the up arrow or down arrow ▲/▼ to select the **YES** or the **NO** setting, and then press the OK button.
8. If you select **NO**, use the up arrow or down arrow ▲/▼ to set the **WAKE TIME** setting for the other days of the week, and then press the OK button to accept each selection.
9. Press the Home button .

# Manage supplies and accessories

## Print when a cartridge reaches estimated end of life

When a print cartridge reaches the end of its estimated useful life, the control panel displays a **<COLOR> CARTRIDGE VERY LOW** message. You do not need to replace the supply at this time unless print quality is no longer acceptable. When the supply has reached this condition, the HP premium protection warranty for that supply has ended. The product does not supply more prompts after this message appears.

You can configure the product to stop when the **<COLOR> CARTRIDGE VERY LOW** message displays. The print cartridge might still be able to produce acceptable print quality. When the product stops, you can continue printing either by replacing the supply or by using the **AT VERY LOW** setting in the **MANAGE SUPPLIES** menu to reconfigure the product to continue printing. For more information, see Manage supplies menu on page 16.

The cartridge-life remaining is an approximation only, and it varies depending on the types of documents you print and other factors.

## Manage print cartridges

### Print-cartridge storage

Do not remove the print cartridge from its package until you are ready to use it.

△ **CAUTION:** To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

### HP policy on non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new or remanufactured.

**NOTE:** Any damage caused by a non-HP print cartridge is not covered under the HP warranty and service agreements.

To install a new HP print cartridge, see Replace print cartridges on page 172. To recycle the used cartridge, follow the instructions included with the new cartridge. For more information about recycling, see Return and recycling instructions on page 262.

### HP fraud hotline and Web site

Call the HP fraud hotline (1-877-219-3183, toll-free in North America) or go to www.hp.com/go/anticounterfeit when you install an HP print cartridge and the control-panel message says the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your print cartridge might not be a genuine HP print cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

## Recycle supplies

Information about recycling used print cartridges is on the print-cartridge box. See Return and recycling instructions on page 262.

## Cartridge memory tag

The HP print cartridges used with this product contain a memory tag that assists in product operation.

In addition, this memory tag collects a limited set of information about product usage, which might include the following information:

- The date when the print cartridge was first installed
- The date when the print cartridge was last used
- The number of pages printed using the print cartridge
- The page coverage
- The printing modes used
- Any printing errors that might have occurred
- The product model

This information helps HP design future products to meet customers' printing needs.

The data collected from the print cartridge memory tag does not contain information that can be used to identify a customer or the specific product.

HP collects a sampling of the memory tags from print cartridges that are returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory tags from this sampling are read and studied to improve future HP products. HP partners who assist in recycling this print cartridge might also have access to this data.

Any third-party company that possesses the print cartridge might have access to the anonymous information on the memory tag. If you prefer to not allow access to this information, you can render the tag inoperable. However, after you render the memory tag inoperable, the memory tag cannot be used in an HP product.

# Replacement instructions

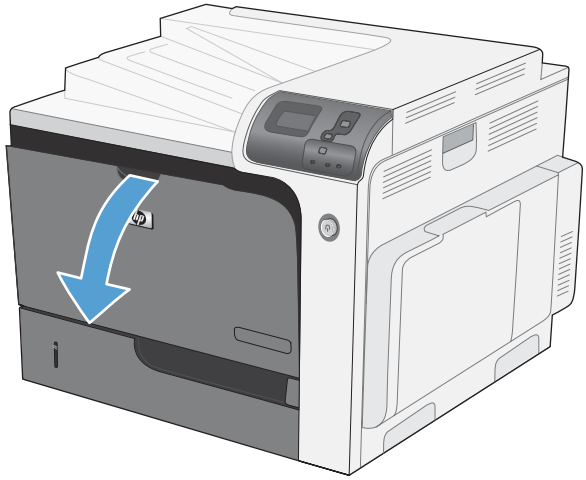
## Replace print cartridges

The product uses four colors and has a different print cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

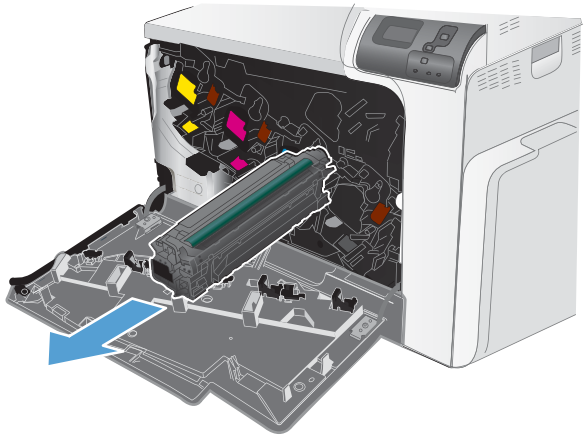
△ **CAUTION:** If toner gets on clothing, wipe it off with a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

**NOTE:** Information about recycling used print cartridges is on the print-cartridge box. See Return and recycling instructions on page 262.

1. Open the front door. Make sure that the door is completely open.

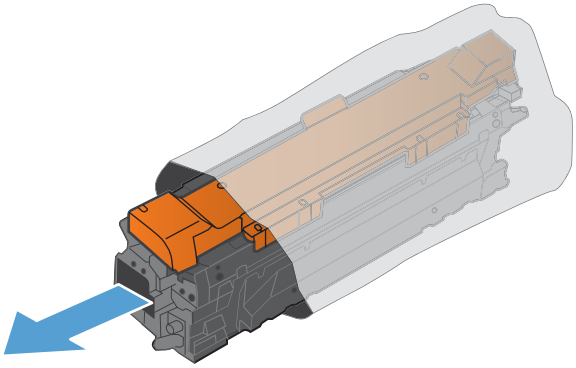


2. Grasp the handle of the used print cartridge and pull out to remove.

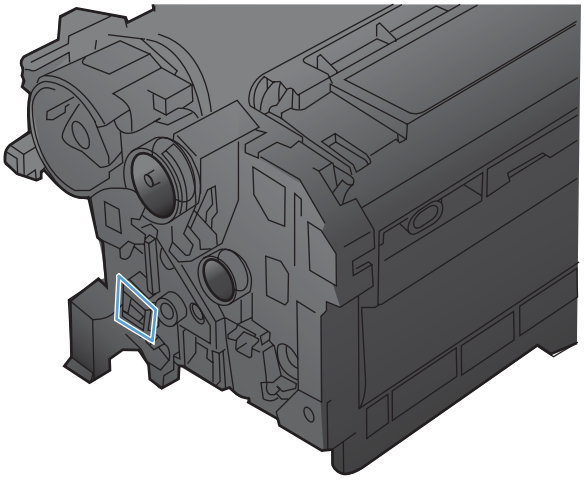


3. Store the used print cartridge in a protective bag. Information about recycling used print cartridges is on the print-cartridge box.

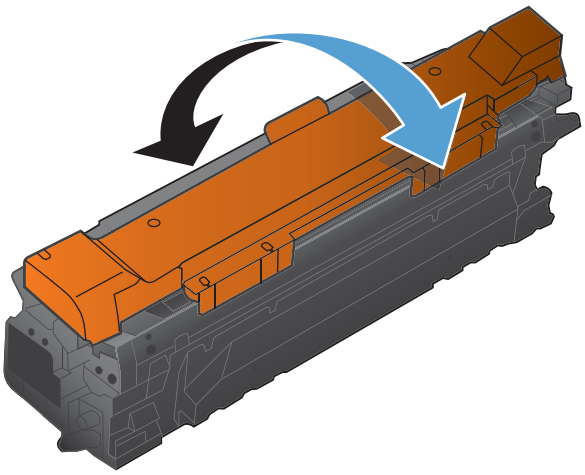
4. Remove the new print cartridge from its protective bag.



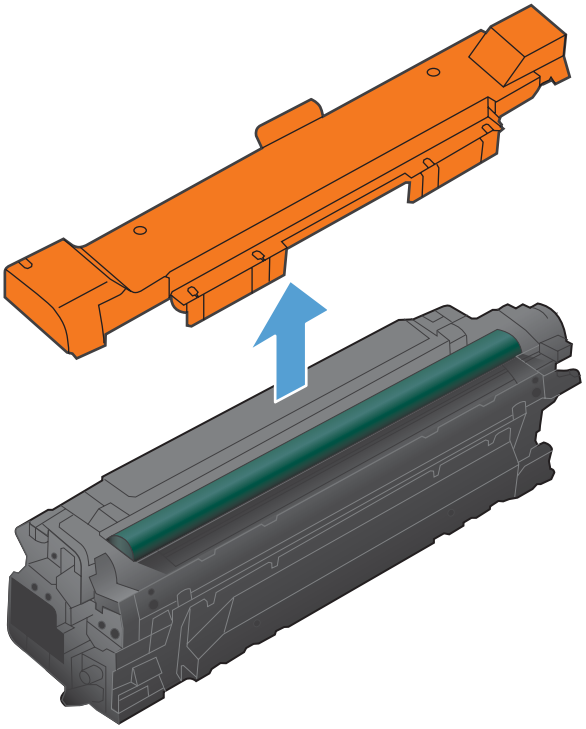
**NOTE:** Be careful not to damage the memory tag on the print cartridge.



5. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge.



6. Remove the orange protective cover from the print cartridge.

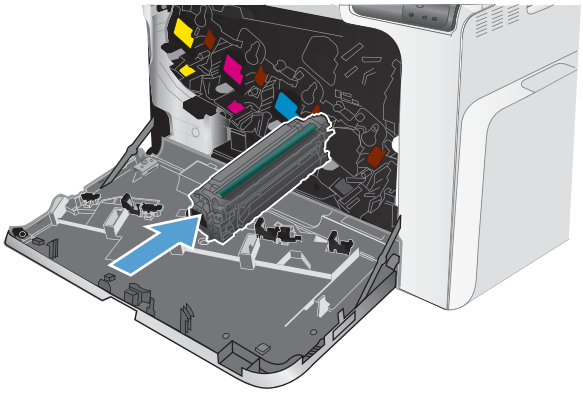


△ **CAUTION:** Avoid prolonged exposure to light.

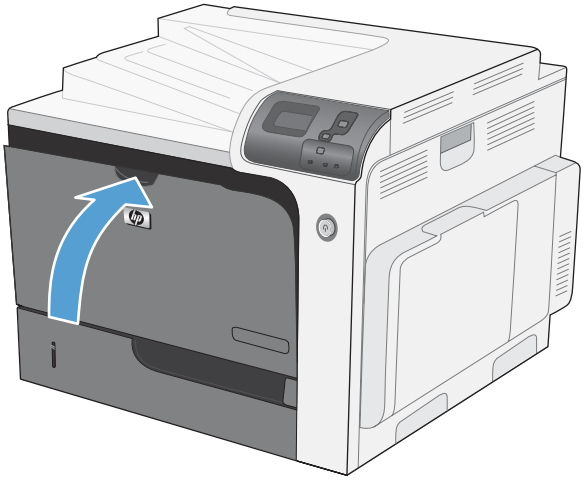
**CAUTION:** Do not touch the green roller. Doing so can damage the cartridge.

7. Align the print cartridge with its slot and insert the print cartridge until it clicks into place.

**NOTE:** The print cartridges go in at a slight angle.



8. Close the front door.

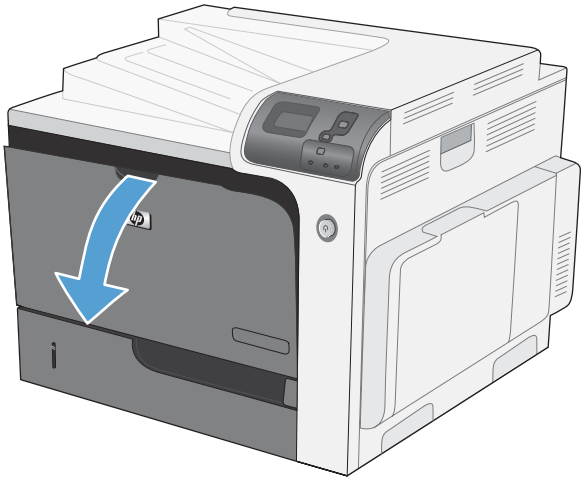


## Replace the toner collection unit

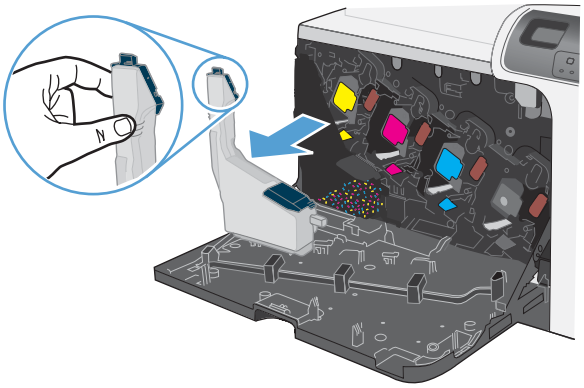
Replace the toner collection unit when the control panel prompts you.

**NOTE:** The toner collection unit is designed for a single use. Do not attempt to empty the toner collection unit and reuse it. Doing so could lead to toner being spilled inside the product, which could result in reduced print quality. After use, return the toner collection unit to HP's Planet Partners program for recycling. See Return and recycling instructions on page 262.

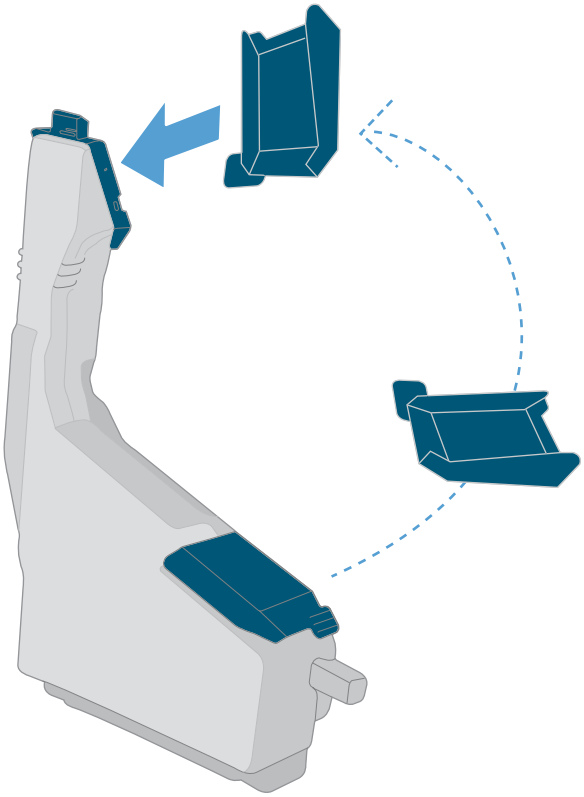
1. Open the front door. Make sure that the door is completely open.



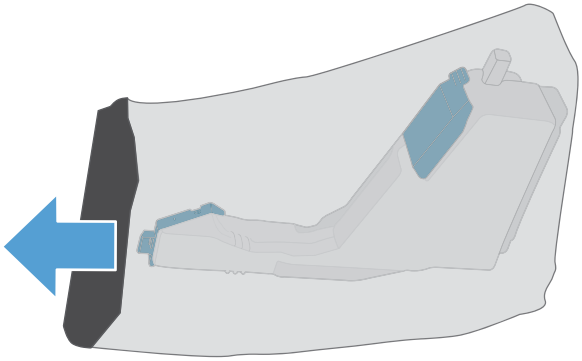
2. Grasp the top of the toner collection unit and remove it from the product.



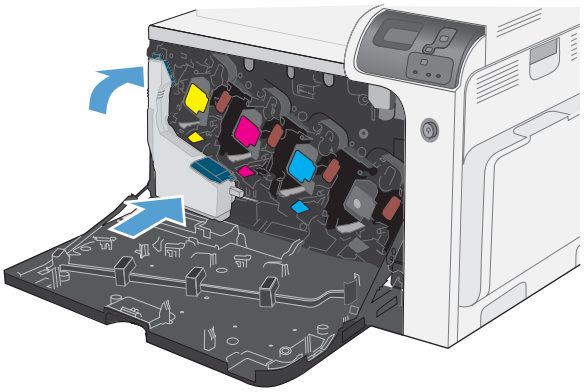
3. Place the attached cap over the opening at the top of the unit.



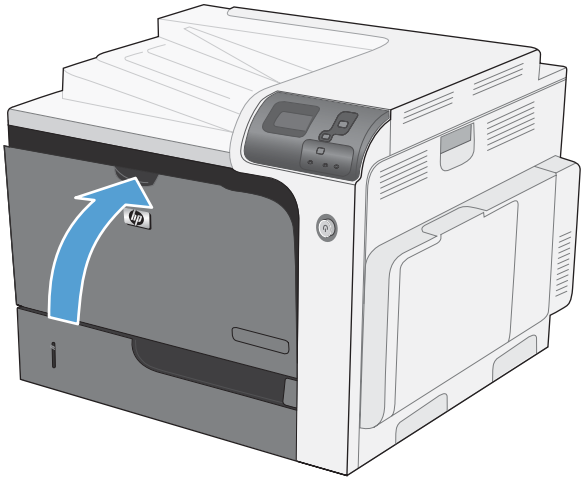
4. Remove the new toner collection unit from its packaging.



5. Insert the bottom of the new unit into the product first and then push the top of the unit until it clicks into place.



6. Close the front door.



**NOTE:** If the toner collection unit is not installed correctly, the front door does not close completely.

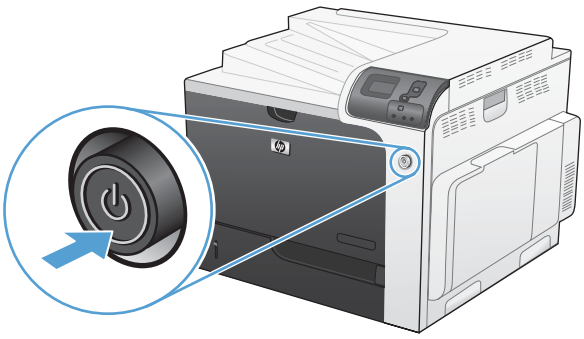
To recycle the used toner collection unit, follow the instructions included with the new toner collection unit.

## Install memory DIMMs

You can install more memory for the product by adding a dual inline memory module (DIMM).

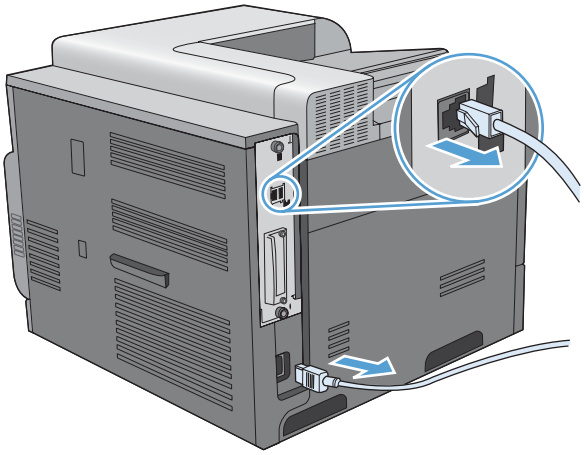
△ **CAUTION:** Static electricity can damage electronic parts. When handling electronic parts, either wear an antistatic wrist strap, or frequently touch the surface of the antistatic package and then touch bare metal on the product.

1. Turn the product off.

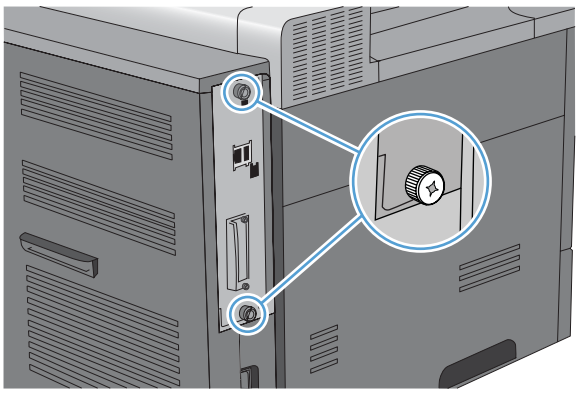


2. Disconnect all power and interface cables.

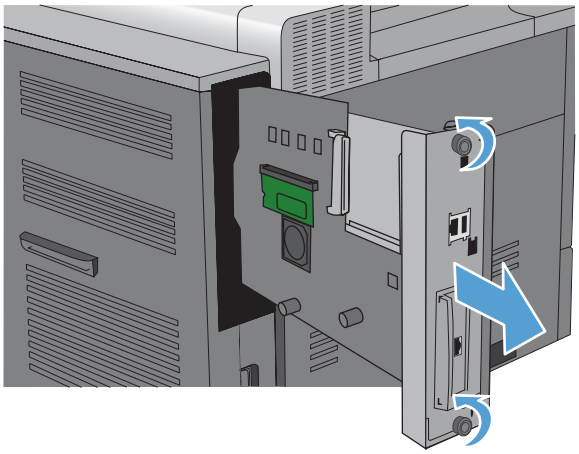
**NOTE:** This illustration might not show all the cables.



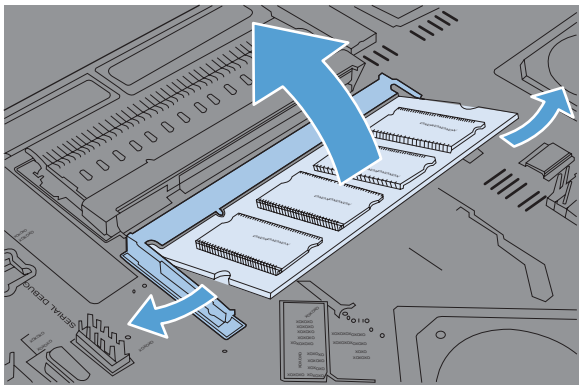
3. Locate the thumb screws on the formatter board in the rear of the product.



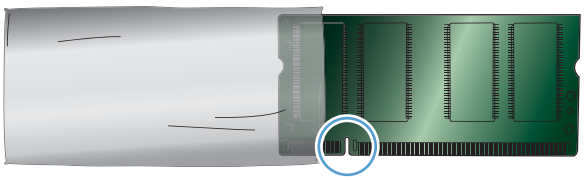
4. Unscrew the thumb screws and then pull the formatter board from the product. Place the formatter board on a clean, flat, grounded surface.



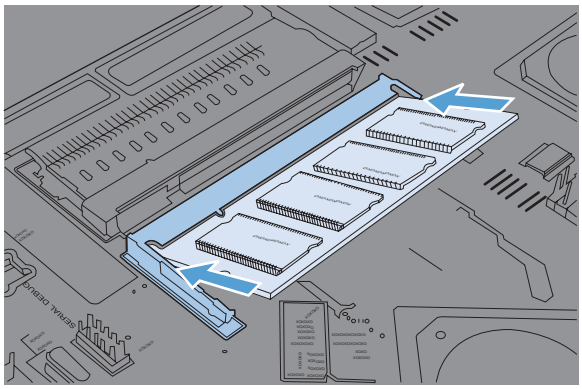
5. To replace a DIMM that is currently installed, spread the latches apart on each side of the DIMM slot, lift the DIMM up at an angle, and pull it out.



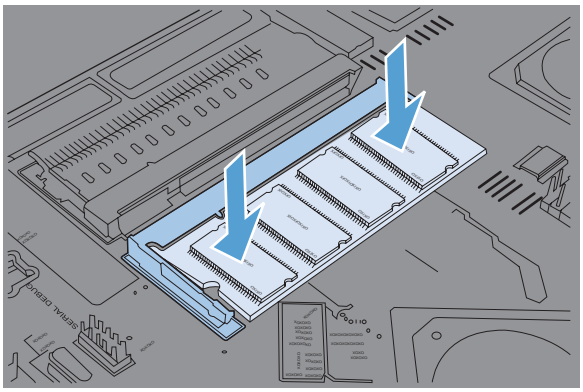
6. Remove the new DIMM from the antistatic package. Locate the alignment notch on the bottom edge of the DIMM.



7. Holding the DIMM by the edges, align the notch on the DIMM with the bar in the DIMM slot at an angle and firmly press the DIMM into the slot until it is fully seated. When installed correctly, the metal contacts are not visible.



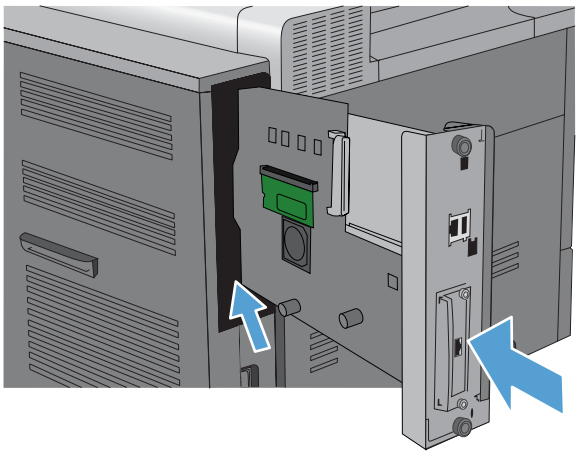
8. Push down on the DIMM until both latches engage the DIMM.



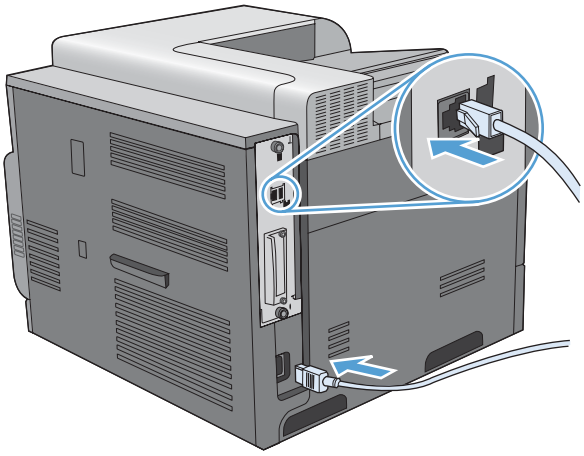
**NOTE:** If you have difficulty inserting the DIMM, make sure the notch on the bottom of the DIMM is aligned with the bar in the slot. If the DIMM still does not go in, make sure you are using the correct type of DIMM.

9. Align the formatter board in the tracks at the bottom of the slot, and then slide the board back into the product.

**NOTE:** To prevent damage to the formatter board, ensure the formatter board is aligned in the tracks at the top and the bottom of the opening.



10. Reconnect the power cable and interface cables, and turn the product on.



## Enable memory

| | |
|---|---|
| **Windows XP, Windows Server 2003, Windows Server 2008, and Windows Vista** | 1. Click **Start**,<br>2. Click **Settings**.<br>3. Click **Printers and Faxes** (using the default Start menu view) or click **Printers** (using the Classic Start menu view).<br>4. Right-click the driver icon, and then select **Properties**.<br>5. Click the **Device Settings** tab.<br>6. Expand the area for **Installable Options**.<br>7. Next to **Automatic Configuration**, select **Update Now**.<br>8. Click **OK**.<br>**NOTE:** If the memory is not updated correctly after using the **Update Now** option, you can manually select the total amount of memory installed in the product in the**Installable Options** area.<br>The **Update Now** option overwrites any existing product configuration settings. |
| **Mac OS X 10.4** | 1. From the Apple menu, click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Select the product in the left side of the window.<br>3. Click the **Printer Setup** button.<br>4. Click the **Installable Options** menu. |
| **Mac OS X 10.5 and 10.6** | 1. From the Apple menu, click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Select the product in the left side of the window.<br>3. Click the **Options & Supplies** button.<br>4. Click the **Driver** tab.<br>5. Configure the installed options. |

## Check DIMM installation

After installing the DIMM, make sure that the installation was successful.

1. Turn the product on. Check that the Ready light is illuminated after the product has gone through the startup sequence. If an error message appears, a DIMM might have been incorrectly installed. See Control-panel messages on page 193.
2. Print a configuration page (see Print information pages on page 154).
3. Check the memory section on the configuration page and compare it to the configuration page that was printed before the memory installation. If the amount of memory has not increased, the DIMM might not be installed correctly, or the DIMM might be defective. Repeat the installation procedure. If necessary, install a different DIMM.

**NOTE:** If you installed a product language (personality), check the "Installed Personalities and Options" section on the configuration page. This area should list the new product language.

## Memory allocation

Utilities or jobs that you download to the product sometimes include resources (for example, fonts, macros, or patterns). Resources that are internally marked as permanent remain in the product memory until you turn the product off.

Use the following guidelines if you use the page description language (PDL) ability to mark resources as permanent. For technical details, see an appropriate PDL reference for PCL or PS.

- Mark resources as permanent only when it is absolutely necessary that they remain in memory while the product is turned on.
- Send permanent resources to the product only at the beginning of a print job and not while the product is printing.

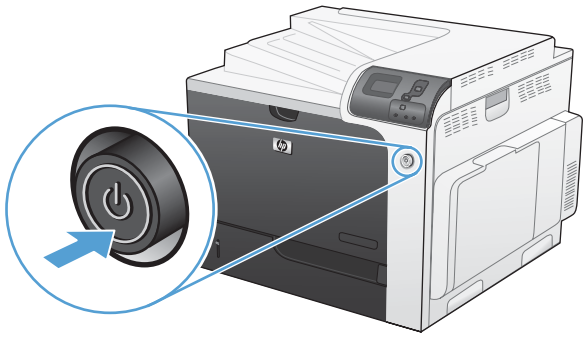
**NOTE:** Overusing permanent resources or downloading them while the product is printing might affect product performance or the ability to print complex pages.

## Install external I/O cards

This product is equipped with an external I/O (EIO) slot. You can install an additional HP Jetdirect print server card or external EIO hard drive in the available EIO slot.

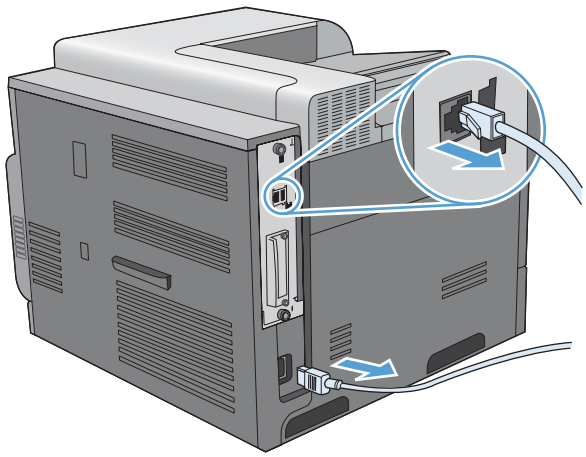
**NOTE:** This example shows installing an HP Jetdirect print server card.

1. Turn the product off.

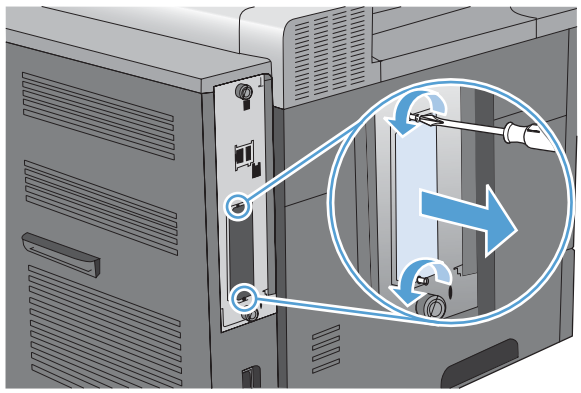


2. Disconnect all power and interface cables.

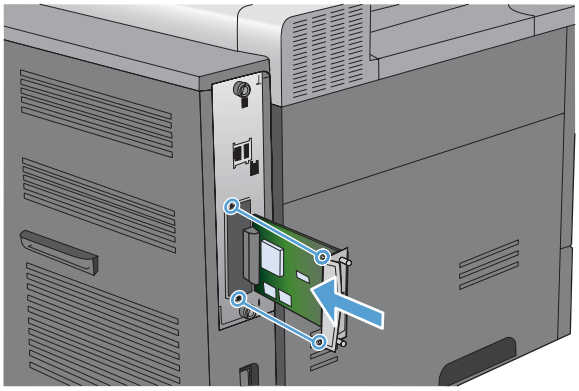
**NOTE:** This illustration might not show all the cables.



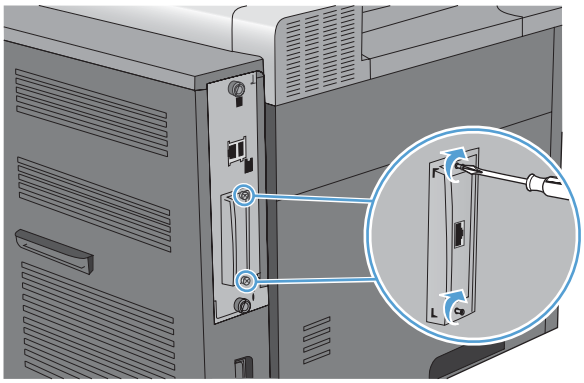
3. Loosen and remove the two retaining screws holding the cover for the EIO slot, and then remove the cover. You will not need these screws and the cover again. They can be discarded.



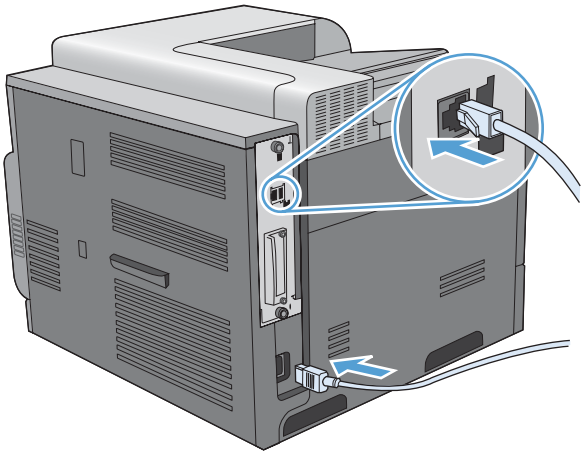
4. Firmly insert the HP Jetdirect print server card into the EIO slot.



5. Insert and tighten the retaining screws that came with the print server card.



6. Reconnect the power cable and remaining interface cables, and turn the product on.



7. Print a configuration page. An HP Jetdirect configuration page that contains network configuration and status information should also print.

If it does not print, turn the product off, and then uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

8. Perform one of these steps:

   - Choose the correct port. See the computer or operating system documentation for instructions.
   - Reinstall the software, choosing the network installation this time.

# Clean the product

Over time, particles of toner and paper accumulate inside the product. This can cause print-quality problems during printing. Cleaning the product eliminates or reduces these problems.

Clean the paper path and print-cartridge areas every time that you change the print cartridge or whenever print-quality problems occur. As much as possible, keep the product free from dust and debris.

To clean the print-cartridge area and the product exterior, use a soft, water-moistened cloth.

## Clean the paper path

1. Press the Home button .
2. Press the up arrow or down arrow ▲/▼ to highlight the **CONFIGURE DEVICE** menu, and then press the OK button.
3. Press the up arrow or down arrow ▲/▼ to highlight the **PRINT QUALITY** menu, and then press the OK button.
4. If the product has automatic two-sided printing, go to step 5.

   If the product does not have automatic two-sided printing, press the up arrow or down arrow ▲/▼ to highlight the **CREATE CLEANING PAGE** option, and then press the OK button. Follow the instructions on the printed page.
5. Press the up arrow or down arrow ▲/▼ to highlight the **PROCESS CLEANING PAGE** option, and then press the OK button. The cleaning process takes several minutes.
6. Discard the printed page. The task is complete.

# Product updates

To download the most recent firmware upgrade for the product, go to www.hp.com/go/cljcp4025_firmware or www.hp.com/go/cljcp4525_firmware.

# 10 Solve problems


- Solve general problems
- Restore factory settings
- Interpret control-panel messages
- Clear jams
- Solve paper-handling problems
- Solve image-quality problems
- Solve performance problems
- Solve connectivity problems
- Product software problems
- Solve common Windows problems
- Solve common Mac problems

# Solve general problems

If the product is not responding correctly, complete the steps in the following checklist, in order. If the product does not pass a step, follow the corresponding troubleshooting suggestions. If a step resolves the problem, you can stop without performing the other steps on the checklist.

## Troubleshooting checklist

1. Make sure the product Ready light is on. If no lights are on, complete these steps:
   a. Check the power-cable connections.
   b. Check that the power is turned on.
   c. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.
   d. If none of these measures restores power, contact HP Customer Care.
2. Check the cabling.
   a. Check the cable connection between the product and the computer or network port. Make sure that the connection is secure.
   b. Make sure that the cable itself is not faulty by using a different cable, if possible.
   c. Check the network connection.
3. Check to see if any messages appear on the control-panel display. If any error messages appear, see Control-panel messages on page 193.
4. Ensure that the paper that you are using meets specifications.
5. Print a configuration page. See Print information pages on page 154. If the product is connected to a network, an HP Jetdirect page also prints.
   a. If the pages do not print, check that at least one tray contains paper.
   b. If the page jams in the product, see Clear jams on page 216.
6. If the configuration page prints, check the following items:
   a. If the page does not print correctly, the problem is with the product hardware. Contact HP Customer Care.
   b. If the page prints correctly, then the product hardware is working. The problem is with the computer you are using, with the printer driver, or with the program.
7. Select one of the following options:

   **Windows**: Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. Double-click the name of the product.

   **-or-**

   **Mac OS X**: Open the **Printer Setup Utility** or the **Print & Fax** list, and double-click the line for the product.

8. Verify that you have installed the printer driver for this product. Check the program to make sure that you are using the printer driver for this product.

9. Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print), complete these steps:

    **a.** Try printing the job from another computer that has the product software installed.

    **b.** If you connected the product to the network, connect the product directly to a computer with a USB cable. Redirect the product to the correct port, or reinstall the software, selecting the new connection type that you are using.

## Factors that affect product performance

Several factors affect the time it takes to print a job:

- Maximum product speed, measured in pages per minute (ppm)
- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Product processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB connection
- The printer I/O configuration
- The amount of memory installed in the product
- The network operating system and configuration (if applicable)
- The printer driver that you are using

**NOTE:** Although additional memory can improve how the product handles complex graphics and improve download times, it will not increase maximum product speed (ppm).

# Restore factory settings

Use the **RESETS** menu to restore factory settings.

1. Press the Home button .
2. Press the down arrow ▼ to highlight the **CONFIGURE DEVICE** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the **RESETS** menu, and then press the OK button.
4. Press the down arrow ▼ to highlight the **RESTORE FACTORY SETTINGS** option, and then press the OK button to reset the product to the original factory settings.

For more information, see Resets menu on page 41.

# Interpret control-panel messages

## Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the product.

| Message type | Description |
|---|---|
| Status messages | Status messages reflect the current state of the product. They inform you of normal product operation and require no interaction to clear them. They change as the state of the product changes. Whenever the product is ready, not busy, and has no pending warning messages, the status message **Ready** appears if the product is online. |
| Warning messages | Warning messages inform you of data and print errors. These messages typically alternate with the **Ready** or status messages and remain until OK is pressed. Some warning messages are clearable. If **CLEARABLE WARNINGS** is set to **JOB** on the product **CONFIGURE DEVICE** menu, the next print job clears these messages. |
| Error messages | Error messages communicate that some action must be performed, such as adding paper or clearing a jam.<br><br>Some error messages are auto-continuable. If **AUTO-CONTINUE** is set on the menus, the product will continue normal operation after an auto-continuable error message appears for 10 seconds.<br><br>**NOTE:** Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the stop button ⊗ pauses printing and offers the option to cancel the print job. |
| Critical-error messages | Critical error messages inform you of a product failure. Some of these messages can be cleared by turning the product off and then on. These messages are not affected by the **AUTO-CONTINUE** setting. If a critical error persists, service is required. |

## Control-panel messages

**Table 10-1 Control-panel messages**

| Description | Recommended action |
|---|---|
| **10.XX.YY SUPPLY MEMORY ERROR** | The product cannot read or write to at least one print cartridge memory tag or a memory tag is missing from a print cartridge.<br><br>Reinstall the print cartridge, or install a new print cartridge.<br><br>**XX values**<br><br>• 00 = Memory tag memory error<br><br>• 10 = Memory tag missing<br><br>**YY values**<br><br>• 00 = Black<br><br>• 01 = Cyan<br><br>• 02 = Magenta<br><br>• 03 = Yellow |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **11.XX Internal clock error**<br><br>**To continue press OK** | The product real-time clock has experienced an error. | Whenever the product is turned off and then turned on again, set the time and date at the control panel. See System setup menu on page 28.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **13.XX.YY FUSER AREA JAM** | A jam has occurred in the fuser area. | **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.<br><br>For instructions on clearing the jam, see Clear jams in the right door on page 219. |
| **13.XX.YY FUSER WRAP JAM** | A jam has occurred in the fuser. | **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.<br><br>For instructions on clearing the jam, see Clear jams in the right door on page 219. |
| **13.XX.YY JAM ABOVE TOP OUTPUT BIN** | A jam has occurred in the output area. | For instructions on clearing the jam, see Clear jams in the output bin area on page 222. |
| **13.XX.YY JAM IN LOWER RIGHT DOOR** | A jam has occurred in the lower-right door (Tray 3). | For instructions on clearing the jam, see Clear jams in the lower right door (Tray 3, 4, or 5) on page 226. |
| **13.XX.YY JAM IN RIGHT DOOR** | A jam has occurred in the duplex and feed area inside the right door. | For instructions on clearing the jam, see Clear jams in the right door on page 219. |
| **13.XX.YY JAM IN TOP OUTPUT BIN** | A jam has occurred in the top output bin. | For instructions on clearing the jam, see Clear jams in the output bin area on page 222. |
| **13.XX.YY JAM IN TRAY 1** | A jam has occurred in Tray 1. | For instructions on clearing the jam, see Clear jams in Tray 1 on page 223. |
| **13.XX.YY JAM IN TRAY <X>** | A jam has occurred in the indicated tray. | For instructions on clearing the jam, see Clear jams in Tray 2 or optional Trays 3, 4, or 5 on page 225. |
| **13.XX.YY JAMS IN RIGHT DOOR** | A jam has occurred in the fuser area. | **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.<br><br>For instructions on clearing the jam, see Clear jams in the right door on page 219. |
| **20 INSUFFICIENT MEMORY**<br><br>**To continue press OK** | The product received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics. | Press the OK button to print the transferred data (some data might be lost), and then simplify the print job or install additional memory. |
| **22 EIO X BUFFER OVERFLOW**<br><br>**To continue press OK** | Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use. | Press the OK button to print the transferred data. (Some data might be lost.)<br><br>Check the host configuration. If the message persists, contact HP support. See Customer support on page 256. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **22 EMBEDDED I/O BUFFER OVERFLOW**<br><br>**To continue press OK** | Too much data was sent to the embedded HP Jetdirect print server. | Press the OK button to print the transferred data. (Some data might be lost.)<br><br>Check the host configuration. If the message persists, contact HP support. See Customer support on page 256. |
| **22 USB I/O BUFFER OVERFLOW**<br><br>**To continue press OK** | The product's USB buffer has overflowed. | Press the OK button to print the transferred data. (Some data might be lost.)<br><br>Check the host configuration. If the message persists, contact HP support. See Customer support on page 256. |
| **40 EIO X BAD TRANSMISSION**<br><br>**To continue press OK** | The connection between the product and the EIO card in the specified slot has been broken. | Press the OK button to clear the error message and continue printing.<br><br>Try to reinstall the EIO card. |
| **40 EMBEDDED I/O BAD TRANSMISSION**<br><br>**To continue press OK** | A temporary printing error has occurred. | Press the OK button to clear the error message. (Data will be lost.) |
| **41.3 UNEXPECTED SIZE IN TRAY <X>**<br><br>**LOAD TRAY <X> [TYPE] [SIZE]**<br><br>**To use another tray press OK** | The product detected a different paper size than expected.<br><br>The prompt to use another tray is displayed only if another tray has paper loaded. | Load the tray with the size and type of paper indicated, or use another tray. |
| **41.5 UNEXPECTED TYPE IN TRAY <X>**<br><br>**LOAD TRAY <X> [TYPE] [SIZE]**<br><br>**To use another tray press OK** | The product detected a different paper type than expected.<br><br>The prompt to use another tray is displayed only if another tray has paper loaded. | Load the tray with the size and type of paper indicated, or use another tray if available. |
| **41.7 ERROR**<br><br>**To continue press OK** | A temporary printing error has occurred. | Try using different paper.<br><br>If the error does not clear, turn the product off and then on. |
| **48.01 TRANSFER UNIT ERROR** | The transfer belt has dislocated during printing. | Turn product off then on.<br><br>If the message persists, remove and reinstall the transfer unit. Contact HP support if the message appears after reinstalling the transfer unit. See Customer support on page 256. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **49.XXXX ERROR**<br><br>**To continue turn off then on** | A firmware error has occurred. | This error can be caused by corrupted print jobs, software applications issues, non-product specific printer drivers, poor-quality USB or network cables, bad network connections or incorrect configurations, invalid firmware operations, or unsupported accessories.<br><br>1. Turn the product off and then on.<br><br>2. If the error returns, check the following items:<br><br>◦ The error might be caused by a network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting.<br><br>◦ The error might be caused by the print job, such as an invalid printer driver, a problem with the software application, or a problem with the file you are printing. For more information about solving print job problems, see Solve general problems on page 190.<br><br>◦ Upgrading the product firmware might help resolve the error. See Product updates on page 187.<br><br>3. If the message still persists, contact HP support. See Customer support on page 256. |
| **50.X FUSER ERROR** | A fuser error has occurred. | Make sure you have the correct fuser. Re-seat the fuser. Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **51.XY ERROR**<br><br>**To continue turn off then on** | A product error has occurred. | Turn the product off, and then turn the product on. If the message persists, contact HP support. See Customer support on page 256. |
| **52.XY ERROR**<br><br>**To continue turn off then on** | A product error has occurred. | Turn the product off, and then turn the product on. If the message persists, contact HP support. See Customer support on page 256. |
| **54.XX ERROR**<br><br>**To continue turn off then on** | Error requires that the product be turned off then on. | Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **55.XX.YY DC CONTROLLER ERROR**<br><br>**To continue turn off then on** | The print engine is not communicating with the formatter. | Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **56.X ERROR**<br><br>**To continue turn off then on** | A temporary printing error has occurred. | Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **57.XX ERROR**<br><br>**To continue turn off then on** | A temporary printing error has occurred. | Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **58.XX ERROR**<br><br>**To continue turn off then on** | A temporary printing error has occurred. | Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **59.BO CLEANING MOTOR ERROR**<br><br>**REPLACE TONER COLLECTION UNIT** | This message appears for one of the following reasons:<br><br>• The cleaning motor is stuck.<br><br>• The toner collection unit is full.<br><br>• The chute at the top of the toner collection unit is clogged. | Replace the toner collection unit. See Replace the toner collection unit on page 176. |
| **59.XY ERROR**<br><br>**To continue turn off then on** | A temporary printing error has occurred. | Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **60.X ERROR**<br><br>**To continue turn off then on** | The tray specified by X is not lifting correctly.<br><br>**X values**<br><br>• 2 = Tray 2<br><br>• 3 = Tray 3 | Follow the instructions on the product control panel. |
| **62 NO SYSTEM**<br><br>**To continue turn off then on** | The product has an internal problem. | Turn the product off and then on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **66.XY.ZZ SERVICE ERROR**<br><br>**Check cables and turn off then on** | The external paper-handling controller has detected a failure. | Turn the product off and then on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **68.X PERMANENT STORAGE FULL**<br><br>**To continue press OK** | The product NVRAM is full. Some settings saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.<br><br>**X values**<br><br>• 0 = Internal memory<br><br>• 1 = Removable disk | Press the OK button to clear the message. If the message is not cleared, turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **68.X PERMANENT STORAGE WRITE FAIL**<br><br>**To continue press OK** | The product NVRAM is failing to write. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.<br><br>**X values**<br><br>• 0 = Internal memory<br><br>• 1 = Removable disk | Press the OK button to clear the message. If the message is not cleared, turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **68.X STORAGE ERROR SETTINGS CHANGED**<br><br>**To continue press OK** | One or more product settings are invalid and have been reset to the factory-default settings. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage. | Press the OK button to clear the message. If the message is not cleared, turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **69.X ERROR**<br><br>**To continue turn off then on** | A temporary printing error occurred. | Turn the product off, and then turn the product on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **79.XXXX ERROR**<br><br>**To continue turn off then on** | An internal product error has occurred. | Turn the product off and then on.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **8X.YYYY EIO ERROR** | This message appears in English only. It indicates that the EIO card in slot X has failed. | Replace the EIO card. |
| **8X.YYYY EMBEDDED JETDIRECT ERROR** | This message appears in English only. It indicates that the embedded HP Jetdirect card has failed. | Contact HP support. See Customer support on page 256. |
| **ACCEPT BAD SIGNATURE?**<br><br>**Yes press OK**<br><br>alternates with<br><br>**ACCEPT BAD SIGNATURE?**<br><br>**No press ⊗** | The product is performing a remote firmware upgrade, and the code signature is invalid. | Download the correct firmware upgrade file for this product, and then reinstall the upgrade. See Product updates on page 187. |
| **Access denied MENUS LOCKED** | The control-panel menu that you tried to select is currently locked. | Consult with the person who administers the product. |
| **Action not currently available for tray x Tray size cannot be ANY SIZE/ANY CUSTOM** | Duplex registration is not available when the size is set to **ANY SIZE** or **ANY CUSTOM**. | Configure the tray to a specific size, and then set the registration for that tray. |
| **BAD OPTIONAL TRAY CONNECTION** | The optional tray is not connected correctly. | 1. Turn the product off.<br><br>2. Remove and then reinstall the optional tray.<br><br>If the message persists, contact HP support. See Customer support on page 256. |
| **Bad Signature**<br><br>**Upgrade cancelled** | The firmware upgrade code does not match the product signature. | Download the correct firmware upgrade file for this product, and then reinstall the upgrade. See Product updates on page 187. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **BLACK CARTRIDGE LOW** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **BLACK CARTRIDGE LOW**<br><br>**LESS THAN XXXX PAGES** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Estimated pages remaining is based upon the historical page coverage of this product. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **BLACK CARTRIDGE VERY LOW** | The product indicates when a supply level is very low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **BLACK CARTRIDGE VERY LOW**<br><br>**PRINTING BLACK ONLY** | The product indicates when a supply level is very low. The product has been configured to print using only black when the level of a color supply is very low. The actual print cartridge life might vary. You do not need to replace the cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To stop printing black only, change the **AT VERY LOW** menu item for Color Cartridges to a setting other than **PRINT IN BLACK** or replace the very low color cartridges. Consider purchasing replacement cartridges so they are available when the installed cartridges have reached the end of their estimated lives. See Replace print cartridges on page 172. |
| **BLACK CARTRIDGE VERY LOW**<br><br>**To continue press OK** | The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | Press the OK button to continue. If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge is empty. See Replace print cartridges on page 172. |
| **Calibrating...** | Displays during calibration. | No action is necessary. |
| **CALIBRATION RESET PENDING**<br><br>**Processing...** | A calibration reset will occur when all jobs are processed. | To begin the reset sooner, cancel all jobs by pressing the Stop button ⊗. |
| **Canceling...** | The product is canceling the current job. | No action is necessary. |
| **CARD SLOT <X> NOT FUNCTIONAL** | The compact flash card in slot <X> is not working correctly. | Remove the card from the slot indicated, and replace with a new card. |
| **CARD SLOT DEVICE FAILURE**<br><br>**To clear press OK** | The specified device has failed. | Press the OK button to clear. |
| **CARD SLOT FILE OPERATION FAILED**<br><br>**To clear press OK** | A PJL file system command attempted to perform an illogical operation. | Press the OK button to clear. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **CARD SLOT FILE SYSTEM IS FULL**<br><br>**To clear press OK** | A PJL file system command could not store something on the file system because the file system was full. | Press the OK button to clear. |
| **CARD SLOT IS WRITE PROTECTED**<br><br>**To clear press OK** | The file system device is protected and no new files can be written to it. | Press the OK button to clear. |
| **CARD SLOT NOT INITIALIZED** | This file-storage component must be initialized before use. | Use the embedded Web server or HP Web Jetadmin to initialize the component. |
| **CHECKING PAPER PATH** | The product is checking for possible paper jams. | No action is necessary. |
| **CHECKING PRINTER** | The product is conducting an internal test. | No action is necessary. |
| **CHOSEN PERSONALITY NOT AVAILABLE**<br><br>**To continue press OK** | A print job requested a product language (personality) that is not available for this product. The job will not print and will be cleared from memory. | Print the job by using a printer driver for a different printer language, or add the requested language to the product (if possible). To see a list of available personalities, print a configuration page. (See Print information pages on page 154.) |
| **CLEANING DISK <X>% COMPLETE**<br><br>**Do not power off** | The product is cleaning the hard disk or a compact flash disk. | Do not turn off. The product will automatically restart when cleaning is complete. Product functions are unavailable. |
| **CLEANING...** | The product is performing an automatic cleaning cycle. Printing will continue after the cleaning is complete. | No action is necessary. |
| **CLEARING EVENT LOG** | This message is displayed while the event log is cleared. The product will exit the menus once the event log has been cleared. | No action is necessary. |
| **CLEARING PAPER PATH** | The product is attempting to eject jammed paper. | Check progress at the bottom of the display. |
| **CLOSE FRONT DOOR** | The front door of the product is open. | 1. Close the door.<br>2. If the message persists, contact HP support. See Customer support on page 256. |
| **CLOSE RIGHT DOOR** | A door on the right side of the product is open. | 1. Close the door.<br>2. If the message persists, contact HP support. See Customer support on page 256. |
| **COLLECTION UNIT ALMOST FULL** | The toner collection unit is almost full. The actual supply life remaining might vary. You do not need to replace the toner collection unit at this time unless print quality is no longer acceptable. | To continue printing, either press the OK button or replace the toner collection unit. See Replace the toner collection unit on page 176. |
| **Cooling engine** | The product is cooling. | No action is necessary. |
| **Creating...**<br><br>**CLEANING PAGE** | A cleaning page is being generated. | No action is necessary. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **CYAN CARTRIDGE LOW** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **CYAN CARTRIDGE LOW**<br><br>**LESS THAN XXXX PAGES** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Estimated pages remaining is based upon the historical page coverage of this product. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **CYAN CARTRIDGE VERY LOW** | The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | If print quality is no longer acceptable, replace the print cartridge. See Replace print cartridges on page 172. |
| **CYAN CARTRIDGE VERY LOW**<br><br>**To continue press OK** | The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | Press the OK button to continue. If print quality is no longer acceptable, replace the print cartridge. See Replace print cartridges on page 172. |
| **DATA RECEIVED**<br><br>**To print last page press OK** | The product is waiting for the command to print the last page. | Press the OK button to print the last page. |
| **DATE/TIME = YYYY/MMMM/DD HH:MM**<br><br>**To change press OK**<br><br>**To skip press ⊗** | The current date and time set for the product. | Press the OK button to set the date and time or press the stop button ⊗ to skip setup. |
| **Deleting private jobs** | The product is deleting a private stored job. | No action is necessary. |
| **Deleting...** | The product is currently deleting the stored job. | No action is necessary. |
| **EIO <X> DISK INITIALIZING** | The specified EIO disk device is initializing. | No action is necessary. |
| **EIO <X> DISK NOT FUNCTIONAL** | The EIO disk in slot <X> is not working correctly. | 1. Turn the product off.<br>2. Remove the disk from the slot indicated.<br>3. Replace with a new disk.<br>4. Turn the product on. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **EIO <X> DISK SPINNING UP** | EIO disk device in slot <X> is spinning up its platter. Jobs that require disk access must wait. | No action is necessary. |
| **EIO DEVICE FAILURE**<br>**To clear press OK** | The specified device has failed. | Press the OK button to clear. |
| **EIO FILE OPERATION FAILED**<br>**To clear press OK** | A PJL file system command attempted to perform an illogical operation. | Press the OK button to clear. |
| **EIO FILE SYSTEM IS FULL**<br>**To clear press OK** | A PJL file system command could not store something on the file system because the file system was full. | Press the OK button to clear. |
| **EIO IS WRITE PROTECTED**<br>**To clear press OK** | The file system device is protected and no new files can be written to it. | Press the OK button to clear. |
| **EIO NOT INITIALIZED** | This file-storage component must be initialized before use. | Use the embedded Web server or HP Web Jetadmin to initialize the component. |
| **Event log empty** | No product events are in the log. | No action is necessary. |
| **EXPECTED DRIVE MISSING** | The product cannot find the encrypted hard drive. | Insert the encrypted hard drive. |
| **FUSER KIT LOW** | The fuser kit is low. The actual supply life remaining might vary. You do not need to replace the fuser kit at this time unless print quality is no longer acceptable. | If print quality is no longer acceptable, replace the fuser kit. Instructions are included with the fuser kit. Consider purchasing a replacement fuser kit so it is available when the installed fuser kit has reached the end of its estimated life. |
| **FUSER KIT VERY LOW** | The fuser kit is very low. The actual supply life remaining might vary. You do not need to replace the fuser kit at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | If print quality is no longer acceptable, replace the fuser kit. Instructions are included with the fuser kit. |
| **FUSER KIT VERY LOW**<br>**To continue press OK** | The fuser kit is very low and the **AT VERY LOW** menu for the fuser kit is set to **PROMPT TO CONTINUE**. The product stops printing until you press the OK button or replace the fuser kit. You do not need to replace the fuser kit at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | Press the OK button to clear the message. If print quality is no longer acceptable, replace the fuser kit. Instructions are included with the fuser kit. |
| **Genuine HP supplies installed** | You have installed more than one new print cartridge that was manufactured by HP. | No action is necessary. |
| **HP SECURE DRIVE DISABLED** | The drive has been encrypted for another product. | Remove the drive or see the embedded Web server for more information. |
| **INCOMPATIBLE <COLOR> CARTRIDGE** | The indicated color print cartridge is not compatible with this product. | Replace the print cartridge with one that is designed for this product. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **INCOMPATIBLE FUSER** | The incorrect fuser was installed. | **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.<br>1. Open the right door.<br>2. Remove the incompatible fuser.<br>3. Install the correct fuser.<br>4. Close the right door. |
| **INCOMPATIBLE SUPPLIES**<br>**For status press OK** | Print cartridges or other supply items are installed that were not designed for this product. The product cannot print with these supplies installed. | Press the OK button to identify the incompatible supplies. Install supplies that are designed for this product. |
| **INCOMPATIBLE TRANSFER UNIT** | The incorrect transfer unit was installed. | 1. Open right door.<br>2. Remove the incompatible transfer unit.<br>3. Install the correct transfer unit.<br>4. Close the right door. |
| **Incorrect** | The PIN is incorrect. | Use the up arrow ▲ and down arrow ▼ buttons to enter the correct PIN. |
| **Initializing** | The product is starting. | No action is necessary. Please wait until the **Ready** message appears on the display. |
| **Initializing permanent storage** | Displayed when the product is turned on to show that permanent storage is being initialized. | No action is necessary. |
| **INSTALL <COLOR> CARTRIDGE** | The print cartridge has been removed or has been installed incorrectly. | Replace or reinstall the print cartridge correctly to continue printing. See Replace print cartridges on page 172. |
| **INSTALL FUSER** | The fuser has been removed or installed incorrectly. | **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.<br>1. Open the right door.<br>2. Install or adjust the fuser.<br>3. Close the right door. |
| **INSTALL SUPPLIES**<br>**For status press OK** | More than one supply is missing or is installed incorrectly. | Press the OK button to identify which supplies need to be replaced. Press the OK button a second time for more information about the specific supply. Insert the supply item or make sure the installed supply item is fully seated. |
| **INSTALL TRANSFER UNIT** | The transfer unit has been removed or installed incorrectly. | 1. Open right door.<br>2. Install the transfer unit.<br>3. Close the right door. |
| **INSUFFICIENT MEMORY TO LOAD FONTSDATA** | The product does not have enough memory to load the data (for example, fonts or macros) from the location specified. | To continue without this information, press the OK button . If the message persists, add more memory. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **LOAD TRAY 1 [TYPE] [SIZE]**<br><br>**For help press ?** | Tray 1 is empty. | Load Tray 1 with the requested paper.<br><br>If the paper is already in the Tray 1, press the help button **?**, and then press the OK button to print.<br><br>To use another tray, remove paper from Tray 1, and then press the OK button to continue. |
| **LOAD TRAY 1 [TYPE] [SIZE]**<br><br>**To continue press OK** | The indicated tray is loaded and configured for a type and size other than the one specified in the job. | 1. If the correct paper is loaded, press the OK button.<br>2. Otherwise, remove the incorrect paper and load the tray with the specified paper.<br>3. If prompted, confirm the size and type of paper loaded.<br>4. Confirm that the paper guides are in the correct position.<br>5. To use another tray, remove paper from the tray and then press the OK button. |
| **LOAD TRAY 1 [TYPE] [SIZE]**<br><br>**To use another tray press OK** | Tray 1 is empty and the other trays are available. | 1. If the correct paper is loaded, press the OK button.<br>2. Otherwise, remove the incorrect paper and load the tray with the specified paper.<br>3. If prompted, confirm the size and type of paper loaded.<br>4. Confirm that the paper guides are in the correct position.<br>5. To use another tray, remove paper from the tray and then press the OK button. |
| **LOAD TRAY 2 [TYPE] [SIZE]**<br><br>**Media insert required in tray** | This message appears when printing 100 x 150 mm (4 x 6 in) paper, which requires the HP postcard media insert in Tray 2. | Install the HP postcard media insert in Tray 2, and load the requested paper. See Load paper trays on page 88.<br><br>If you do not have the HP postcard media insert, you can print 100 x 150 mm (4 x 6 in) paper from Tray 1 without the insert. |
| **LOAD TRAY <X> [TYPE] [SIZE]** | This message appears when the indicated tray is selected but is not loaded, and no other paper trays are available for use.<br><br>It also appears when the tray is configured for a different paper type or size than the print job requires. | Load the tray with requested paper. |
| **LOAD TRAY <X> [TYPE] [SIZE]**<br><br>**To use another tray press OK** | This message appears when the indicated tray is selected but is not loaded, and other paper trays are available for use.<br><br>It also appears when the tray is configured for a different paper type or size than the print job requires. | 1. Load the correct paper in the tray.<br>2. If prompted, confirm the size and type of paper loaded.<br>3. Otherwise, press the OK button to select another tray. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **LOADING PROGRAM <XX>**<br><br>**Do not power off** | Programs and fonts can be stored on the product's file system and are loaded into RAM when the product is turned on. The number XX specifies a sequence number indicating the current program being loaded. | No action necessary. Do not turn the product off. |
| **MAGENTA CARTRIDGE LOW** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **MAGENTA CARTRIDGE LOW**<br><br>**LESS THAN XXXX PAGES** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Estimated pages remaining is based upon the historical page coverage of this product. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **MAGENTA CARTRIDGE VERY LOW** | The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | If print quality is no longer acceptable, replace the print cartridge. See Replace print cartridges on page 172. |
| **MAGENTA CARTRIDGE VERY LOW**<br><br>**To continue press OK** | The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | Press the OK button to continue. If print quality is no longer acceptable, replace the print cartridge. See Replace print cartridges on page 172. |
| **MANUALLY FEED <TYPE> <SIZE>** | This message appears when **MANUAL FEED** is selected and all trays are empty. | Load tray with requested paper. If paper is already in tray, press the help button **?** to exit message and then press the OK button to print. To use another tray, clear paper from Tray 1, press the help button **?** to exit the message and then press the OK button. |
| **MANUALLY FEED <TYPE> <SIZE>**<br><br>**To continue press OK** | This message appears when **MANUAL FEED** is selected and Tray 1 is loaded. | Load tray with requested paper.<br><br>To override the message, press the OK button to use a type and size of paper that is available in another tray. |
| **MANUALLY FEED <TYPE> <SIZE>**<br><br>**To use another tray press OK** | This message appears when **MANUAL FEED** is selected, Tray 1 is not loaded, and other trays are available. | Load tray with requested paper. If paper is already in tray, press the help button **?** to exit the message and then press the OK button to print. To use another tray, clear paper from Tray 1, press the help button **?** to exit the message and then press the OK button. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **MANUALLY FEED OUTPUT STACK**<br><br>**Then press OK to print second side** | The product has printed the first side of a manual duplex job and is waiting for the user to insert the output stack to print the second side. | 1. Maintaining the same orientation, remove document from the output bin.<br>2. Flip document printed side up.<br>3. Load document in Tray 1.<br>4. Press the OK button to print. |
| **MOVING SOLENOID**<br><br>**To exit press ⊗** | The solenoid is moving as part of a component test. | No action is necessary. |
| **MOVING SOLENOID AND MOTOR**<br><br>**To exit press ⊗** | The solenoid and a motor are moving as part of a component test. | No action is necessary. |
| **No job to cancel** | You have pressed the stop button ⊗ but the product is not actively processing any jobs. | No action is necessary. |
| **NO STORED JOBS** | Displayed when the user enters the **RETRIEVE JOB** menu and there are no jobs to retrieve. | No action is necessary. |
| **NON HP SUPPLY INSTALLED** | The product is using a non-HP supply. This message appears for six seconds after you install a non-HP supply. | If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit. Any product repair required as a result of using non-HP or unauthorized supplies is not covered under warranty. HP cannot ensure the accuracy or the availability of certain features. |
| **Paused**<br><br>**To return to Ready press ⊗** | The product is paused, and there are no error messages pending at the display. The I/O continues receiving data until memory is full. | Press the stop button ⊗. |
| **Performing upgrade**<br><br>**<X:YYY> % complete**<br><br>**Do not power off** | The product is in the process of upgrading the firmware. | Please wait until the upgrade is complete. |
| **Performing... COLOR BAND TEST** | The color-band test is being performed. | No action is necessary. |
| **Performing... PAPER PATH TEST** | The product is performing a paper path test. | No action is necessary. |
| **Please wait** | The product is in the process of clearing data. | No action is necessary. |
| **Powering off...** | The product is shutting down. | Please wait until the product shuts down. |
| **Printing <REPORT>** | The product is printing an internal page. The product will return to the online Ready state when the page is completed. | No action is necessary. |
| **PRINTING STOPPED**<br><br>**To continue press OK** | Time has expired on the Print/Stop test. | Press the OK button to continue. |
| **Processing duplex job**<br><br>**Do not grab paper until job completes** | Paper temporarily comes into the output bin while printing a duplex job. Do not attempt to remove the pages until the job is complete. | Do not grab paper as it temporarily comes into the output bin. The message will disappear when the job is finished. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **Processing...** | The product is currently processing a job but is not yet picking pages. When paper motion begins, this message will be replaced by a message that indicates which tray the job is being printed from. | No action is necessary. |
| **Processing...**<br><br>**CLEANING PAGE** | The product is processing a cleaning page. | No action is necessary. |
| **Processing... copy <X> of <Y>** | The product is currently processing or printing collated copies. The message indicates that copy X of Y total copies is currently being processed. | No action is necessary. |
| **Processing... from tray <X>** | The product is actively processing a job from the designated tray. | No action is necessary. |
| **RAM DISK DEVICE FAILURE**<br><br>**To clear press OK** | The specified device has failed. | Press the OK button to clear. |
| **RAM DISK FILE OPERATION FAILED**<br><br>**To clear press OK** | A PJL file system command attempted to perform an illogical operation. | Press the OK button to clear. |
| **RAM DISK FILE SYSTEM IS FULL**<br><br>**To clear press OK** | A PJL file system command could not store something on the file system because the file system was full. | Press the OK button to clear. |
| **RAM DISK IS WRITE PROTECTED**<br><br>**To clear press OK** | The file system device is protected and no new files can be written to it. | Press the OK button to clear. |
| **RAM DISK NOT INITIALIZED** | This file-storage component must be initialized before use. | Use the HP Embedded Web Server or HP Web Jetadmin to initialize the component. |
| **Ready** | The product is online and ready for data. No status or product attendance messages are pending at the display. | No action is necessary. |
| **Ready**<br><br>**IP ADDRESS** | The product is online and ready. | No action is necessary. |
| **Ready Diagnostics mode**<br><br>**To exit press ⊗** | The product is in Diagnostics mode. | To stop Diagnostic mode, press the Stop button ⊗. |
| **Receiving Upgrade** | A firmware upgrade is in progress. | Do not turn the product off until the product returns to **Ready**. |
| **Remove all print cartridges**<br><br>**To exit press ⊗** | The product is testing the transfer unit assembly. | To perform the test, remove all the print cartridges. To cancel the test, press the stop button ⊗. |
| **Remove at least one print cartridge**<br><br>**To exit press ⊗** | The product is testing the print-cartridge motor. | To perform the test, remove at least one print cartridge. To cancel the test, press the stop button ⊗. |
| **REMOVE CARTRIDGE LOCKS** | At least one cartridge shipping lock was not removed before you turned the product on. | 1. Open the front door.<br><br>2. Remove cartridge locks. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **REMOVE SHIPPING SHEET** | The transfer unit shipping sheet was not removed before you turned the product on. | 1. Open the right door.<br>2. Remove the shipping sheet.<br>3. Close the right door. |
| **REPLACE <COLOR> CARTRIDGE** | The product indicates when a supply level is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, HP's premium Protection Warranty on that supply ends. | Replace the specified color cartridge. See Replace print cartridges on page 172.<br><br>Or, configure the product to continue printing by using the **MANAGE SUPPLIES** menu. For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **REPLACE FUSER KIT** | The product indicates when the fuser kit is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement fuser kit available to install when print quality is no longer acceptable. The fuser kit does not need to be replaced now unless the print quality is no longer acceptable. After the fuser kit reaches its approximated end of life, HP's premium Protection Warranty on that fuser kit ends. | **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.<br>1. Open the right door.<br>2. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.<br>3. Install the new fuser.<br>4. Close the right door. |
| **REPLACE SUPPLIES**<br><br>**For status press OK** | Two or more supplies are at the estimated end of life. The actual life remaining might be different than the estimation. Have a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, HP's premium Protection Warranty on that supply ends. | Press the OK button to see which supplies need to be replaced.<br><br>Or, configure the product to continue printing by using the **MANAGE SUPPLIES** menu. For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **REPLACE SUPPLIES - Using black only** | You can configure the product to print using only black when the level of a color supply has reached its estimated end of life. However, the color supply might still be able to produce acceptable print quality.<br><br>The supply life remaining is used to determine if a supply is very low. The supply life remaining is an approximation only and varies depending on the types of documents printed and other factors. | No user input is required for printing to continue in black. To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **REPLACE SUPPLY**<br><br>**Printing black only** | At least one print cartridge has reached the very low condition and you have set the **COLOR CARTRIDGES** items to the **PRINT IN BLACK** option.<br><br>The supply life remaining is used to determine if a supply is very low. The supply life remaining is an approximation only and varies depending on the types of documents printed and other factors. | No action is required for printing to continue in black. To continue printing in color, either replace the print cartridge or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **REPLACE TONER COLLECTION UNIT** | The product indicates when a toner collection unit is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement toner collection unit available to install when print quality is no longer acceptable. The toner collection unit does not need to be replaced now unless the print quality is no longer acceptable. After a toner collection unit has reached its approximated end of life, HP's premium Protection Warranty on that toner collection unit ends. | Replace the toner collection unit.<br><br>If you wish to have the toner collection unit operate past its estimated capacity, configure the product to continue printing by using the **MANAGE SUPPLIES** menu. For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. This is not a recommended option because of the risk of overfilling the toner collection unit, which could result in the need to service the product. |
| **REPLACE TRANSFER KIT** | The product indicates when a transfer kit is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement transfer kit available to install when print quality is no longer acceptable. The transfer kit does not need to be replaced now unless the print quality is no longer acceptable. After a transfer kit has reached its approximated end of life, HP's premium Protection Warranty on that transfer kit ends. | Replace the transfer kit. Instructions are included with the transfer kit. |
| **Request accepted please wait** | The product has accepted a request to print an internal page, but the current job must finish printing before the internal page will print. | No action is necessary. |
| **Resend Upgrade** | The firmware upgrade was not completed successfully. | Attempt upgrade again. |
| **Resetting kit count** | You have selected the option to reset the count for a new supply item. | No action is necessary. |
| **Restoring factory settings** | The product is restoring factory settings. | No action is necessary. |
| **Restoring...** | The product is restoring settings. | Please wait until the process is complete. |
| **RESTRICTED FROM PRINTING IN COLOR** | This message appears when color printing is disabled for the product or when it is disabled for a particular user or print job. | To enable color printing for the product, change the **RESTRICT COLOR USE** setting in the Manage supplies menu on page 16. |
| **ROM DISK DEVICE FAILURE**<br><br>**To clear press OK** | The specified device has failed. | Press the OK button to clear. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **ROM DISK FILE OPERATION FAILED**<br><br>**To clear press OK** | A PJL file system command attempted to perform an illogical operation. | Press the OK button to clear. |
| **ROM DISK FILE SYSTEM IS FULL**<br><br>**To clear press OK** | A PJL file system command could not store something on the file system because the file system was full. | Press the OK button to clear. |
| **ROM DISK IS WRITE PROTECTED**<br><br>**To clear press OK** | The file system device is protected and no new files can be written to it. | Press the OK button to clear. |
| **Rotating <color> Motor**<br><br>**To exit press ⊗** | A component test is in progress; the component selected is the <color> cartridge motor. | Press the stop button ⊗ when ready to stop this test. |
| **Rotating Motor**<br><br>**To exit press ⊗** | The product is executing a component test and the component selected is a motor. | Press the stop button ⊗ when ready to stop this test. |
| **SANITIZING DISK <X>% COMPLETE**<br><br>**Do not power off** | The hard disk is being cleaned. | Contact the network administrator. |
| **SIZE MISMATCH IN TRAY XX** | The paper in the listed tray does not match the size specified for that tray. | 1. Load the correct paper.<br>2. Verify the paper is positioned correctly.<br>3. Close the tray and verify that the control panel lists the correct paper size and type. Reconfigure the size and type if necessary.<br>4. If the message persists, contact HP support. See Customer support on page 256. |
| **Sleep mode on** | The product is in sleep mode. A button press, receipt of printable data, or an error condition will clear this message. | No action is necessary. |
| **STANDARD TOP BIN FULL**<br><br>**Remove all paper from bin** | The output bin is full. | Empty the bin and continue printing. |
| **SUPPLIES IN WRONG POSITION** | Two or more print-cartridge slots contain the wrong color print cartridge.<br><br>From left to right, the print cartridges should be installed in this order:<br><br>• Yellow<br>• Magenta<br>• Cyan<br>• Black | Install the correct color cartridge in each slot. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **SUPPLIES LOW** | This message appears when at least two supplies have reached the low threshold. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **SUPPLIES LOW**<br><br>**PRINTING BLACK ONLY** | This message appears when at least two supplies have reached the low threshold. The product has been configured to print using only black when the level of a color supply is low. The actual supply life might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. | To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **SUPPLIES VERY LOW** | This message appears when at least two supplies have reached the very low threshold. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **SUPPLIES VERY LOW**<br><br>**PRINTING BLACK ONLY** | This message appears when at least two supplies have reached the very low threshold. The product has been configured to print using only black when the level of a color supply is very low. The actual supply life might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **SUPPLIES VERY LOW**<br><br>**To continue press OK** | This message appears when at least two supplies have reached the low threshold. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **TONER COLLECTION UNIT LOW** | The toner collection unit is almost full. The actual supply life remaining might vary. You do not need to replace the toner collection unit at this time unless print quality is no longer acceptable. | To continue printing, either press the OK button or replace the toner collection unit. See Replace the toner collection unit on page 176. |
| **TONER COLLECTION UNIT VERY LOW** | The toner collection unit is almost full. The actual supply life remaining might vary. You do not need to replace the toner collection unit at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing, either press the OK button or replace the toner collection unit. See Replace the toner collection unit on page 176. |
| **TONER COLLECTION UNIT VERY LOW**<br><br>**To continue press OK** | The toner collection unit is almost full. The actual supply life remaining might vary. You do not need to replace the toner collection unit at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing, either press the OK button or replace the toner collection unit. See Replace the toner collection unit on page 176. |
| **TRANSFER KIT LOW** | This message appears when the transfer kit reaches the low threshold. The actual supply life remaining might vary. You do not need to replace the transfer kit at this time unless print quality is no longer acceptable. | No action is necessary to continue. If the print quality is no longer acceptable, replace the transfer kit. Instructions are included with the new transfer kit. |
| **TRANSFER KIT LOW**<br><br>**LESS THAN XXXX PAGES** | The transfer kit is nearing the end of its estimated useful life. The actual supply life might vary. Estimated pages remaining is based upon the historical page coverage of this product. You do not need to replace the transfer kit at this time unless print quality is no longer acceptable. | No action is necessary to continue. If the print quality is no longer acceptable, replace the transfer kit. Instructions are included with the new transfer kit. |
| **TRANSFER KIT VERY LOW** | This message appears when the transfer kit has reached the very low threshold. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |
| **TRANSFER KIT VERY LOW**<br><br>**To continue press OK** | This message appears when the transfer kit has reached the very low threshold. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | To continue printing in color, either replace the supply or reconfigure the product by using the **MANAGE SUPPLIES** menu on the control panel.<br><br>For more information about ordering supplies, see Supplies and accessories on page 245.<br><br>For more information about the **MANAGE SUPPLIES** menu, see Manage supplies menu on page 16. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **TRAY <X> [TYPE] [SIZE]**<br><br>**To change size or type press OK**<br><br>**To accept settings press ⮌** | This message states the current type and size configuration of the tray. | To change size or type press the OK button. To accept settings press the back arrow ⮌. |
| **TRAY <X> EMPTY [TYPE] [SIZE]** | The specified tray is empty and the current job does not need this tray to print. | Refill the tray at a convenient time. |
| **TRAY <X> OPEN** | The specified tray is open or not closed completely. | Close the tray. |
| **TRAY <X> OVERFILLED**<br><br>**Remove some paper** | The tray is filled above the stack-height marking. | Remove enough paper so that the paper stack does not exceed the limit for the tray. |
| **TRAY <X> SIZE = <Size>**<br><br>**Media insert required in tray** | The product is set to print on a small paper size that requires the HP postcard media-insert to be installed in this tray. | To use this size paper, install the media insert before loading the paper. See Load paper trays on page 88.<br><br>If you do not have the HP postcard media insert, 100 x 150 mm (4 x 6 in) paper can be printed from Tray 1 without the insert. |
| **TYPE MISMATCH IN TRAY X** | The specified tray contains a paper type that does not match the configured type. | The specified tray will not be used until this condition is addressed. Printing can continue from other trays.<br><br>1. Load the correct paper in the specified tray.<br><br>2. Verify the type configuration. |
| **UNABLE TO COPY JOB** | The product does not have enough memory to produce multiple original prints of this job. One copy will be printed. | Add more memory to the product. See Install memory DIMMs on page 179. |
| **UNABLE TO STORE JOB** | A job cannot be stored because of a memory or configuration problem. | Install additional memory in the product. |
| **Unsupported data on [FS] DIMM in slot x**<br><br>**To clear press OK** | The data on the DIMM for the indicated file system is not a type that the product supports. [FS] can be either a ROM or Flash file system. | Press the OK button to clear the message.<br><br>Replace the DIMM. See Install memory DIMMs on page 179. |
| **UNSUPPORTED DRIVE INSTALLED** | A non-supported hard drive has been installed. | Turn off the product, remove the hard drive, and then turn on the product. |
| **UNSUPPORTED SUPPLY INSTALLED**<br><br>**To continue press OK** | The print cartridge is for a different HP product. | If print quality is no longer acceptable, replace the print cartridge.<br><br>For a list of supported print cartridges, see Supplies and accessories on page 245. |
| **USB ACCESSORIES EXCEED POWER LIMIT** | A USB accessory is drawing too much electrical current. Printing cannot continue. | Remove the USB accessory, and then restart the product.<br><br>Use a USB accessory that uses less power or that contains its own power supply. |
| **USB ACCESSORY ERROR** | This message appears when a connected USB accessory draws too much power. When this happens, the ACC port is disabled and printing stops. | Remove the USB accessory, and then restart the product<br><br>Use a USB accessory that uses less power or that contains its own power supply. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **USB ACCESSORY NOT FUNCTIONAL** | A USB accessory is not working correctly. | 1. Turn product off.<br>2. Disconnect the USB accessory, and replace with a new USB accessory. |
| **USB ACCESSORY UNAVAILABLE**<br>**To clear press OK** | The USB accessory is currently unavailable. | To use the USB accessory, install the software for the USB accessory and turn the product off. Then, turn the product on with the accessory attached. |
| **USB STORAGE DEVICE FAILURE**<br>**To clear press OK** | The specified device has failed. | Press the OK button to clear. |
| **USB STORAGE FILE OPERATION FAILED**<br>**To clear press OK** | A PJL file system command attempted to perform an illogical operation. | Press the OK button to clear. |
| **USB STORAGE FILE SYSTEM IS FULL**<br>**To clear press OK** | A PJL file system command could not store something on the file system because the file system was full. | Press the OK button to clear. |
| **USB STORAGE IS WRITE PROTECTED**<br>**To clear press OK** | The file system device is protected and no new files can be written to it. | Press the OK button to clear. |
| **USB STORAGE NOT INITIALIZED** | This file-storage component must be initialized before use. | Use the embedded Web server or HP Web Jetadmin to initialize the component. |
| **USED SUPPLY IN USE** | The print cartridge has been previously used. | If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit. |
| **WAIT FOR PRINTER TO REINITIALIZE** | This message can appear for a variety of reasons:<br>• The RAM DISK settings changed before the product has restarted.<br>• The product is restarting after changing external device modes.<br>• Diagnostics has been exited.<br>• A new formatter has been installed with an old engine or a new engine has been installed with an old formatter. | No action is necessary. |
| **WAITING FOR TRAY <X> TO LIFT** | The specified tray is lifting paper for feeding. | No action is necessary. |
| **WARMING UP** | The product is coming out of Sleep mode. | No action is necessary. |
| **WRONG CARTRIDGE IN <COLOR> SLOT** | The indicated slot for a print cartridge contains a cartridge that is not the correct color. From left to right, the print cartridges should be installed in this order:<br>• Yellow<br>• Magenta<br>• Cyan<br>• Black | Remove the print cartridge from that slot, and install a cartridge that is the correct color. |

**Table 10-1 Control-panel messages (continued)**

| Description | Recommended action | |
|---|---|---|
| **YELLOW CARTRIDGE LOW** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **YELLOW CARTRIDGE LOW**<br><br>**LESS THAN XXXX PAGES** | The product indicates when a supply level is low. Actual print cartridge life might vary. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Estimated pages remaining is based upon the historical page coverage of this product. | If print quality is no longer acceptable, replace the print cartridge. Consider purchasing a replacement cartridge so it is available when the installed cartridge has reached the end of its estimated life. See Replace print cartridges on page 172. |
| **YELLOW CARTRIDGE VERY LOW** | The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | If print quality is no longer acceptable, replace the print cartridge. See Replace print cartridges on page 172. |
| **YELLOW CARTRIDGE VERY LOW**<br><br>**To continue press OK** | The product indicates when a supply level is very low. Actual print cartridge life might vary. Consider having a replacement print cartridge available to install when print quality is no longer acceptable. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP premium protection warranty for that supply has ended. | Press the OK button to continue. If print quality is no longer acceptable, replace the print cartridge. See Replace print cartridges on page 172. |

# Clear jams

## Common causes of jams

**The product is jammed.**

| Cause | Solution |
|---|---|
| The paper does not meet specifications. | Use only paper that meets HP specifications. See Supported paper sizes on page 85. |
| A component is installed incorrectly. | Verify that the transfer belt and transfer roller are correctly installed. |
| You are using paper that has already passed through a product or copier. | Do not use paper that has been previously printed on or copied. |
| An input tray is loaded incorrectly. | Remove any excess paper from the input tray. Make sure that the stack is below the maximum stack height mark in the tray. See Load paper trays on page 88. |
| The paper is skewed. | The input-tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it. |
| The paper is binding or sticking together. | Remove the paper, flex it, rotate it 180°, or flip it over. Reload the paper into the input tray. |
| The paper is removed before it settles into the output bin. | Reset the product. Wait until the page completely settles in the output bin before removing it. |
| During two-sided printing, you removed the paper before the second side of the document was printed. | Reset the product and print the document again. Wait until the page completely settles in the output bin before removing it. |
| The paper is in poor condition. | Replace the paper. |
| The internal tray rollers are not picking up the paper. | If the paper is heavier than 220 g/m$^2$ (58 lb), it might not be picked from the tray.<br><br>The rollers are worn. Replace the rollers. |
| The paper has rough or jagged edges. | Replace the paper. |
| The paper is perforated or embossed. | Perforated or embossed paper does not separate easily. Feed single sheets from Tray 1. |
| Paper was not stored correctly. | Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment. |
| Not all product packing material was removed. | Verify that the packing tape, cardboard, and plastic shipping locks have been removed from the product. |
| The HP postcard media insert is installed in Tray 2, and you are not printing on 10 x 15 cm (4 x 6 in) paper.<br><br>Or<br><br>The HP postcard media insert is not installed in Tray 2, and you are printing on 10 x 15 cm (4 x 6 in) paper. | Always use the HP postcard media insert when printing on 10 x 15 cm (4 x 6 in) paper, but remove it when printing on other sizes. |

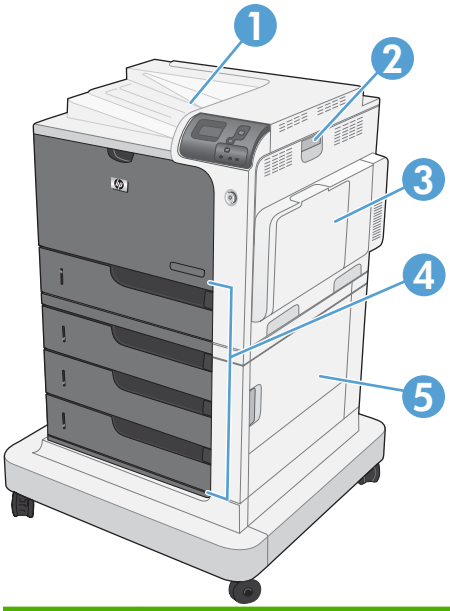
If the product still continues to jam, contact HP Customer Support or your authorized HP service provider.

## Jam locations

Use this illustration to identify locations of jams. In addition, instructions appear on the control panel to direct you to the location of jammed paper and how to clear it.

**NOTE:** Internal areas of the product that might need to be opened to clear jams have green handles or green labels.

**Figure 10-1** Jam locations




| | |
|---|---|
| 1 | Output bin |
| 2 | Right door |
| 3 | Tray 1 area |
| 4 | Tray 2, and optional Trays 3, 4, and 5 |
| 5 | Lower-right door |

When a jam occurs, a message appears on the control-panel display that describes the location of the jam. The following table lists the messages that can appear and provides links to the procedures for clearing the jam.

**WARNING!** To avoid electrical shock, remove any necklaces, bracelets, or other metal items before reaching into the inside of the product.

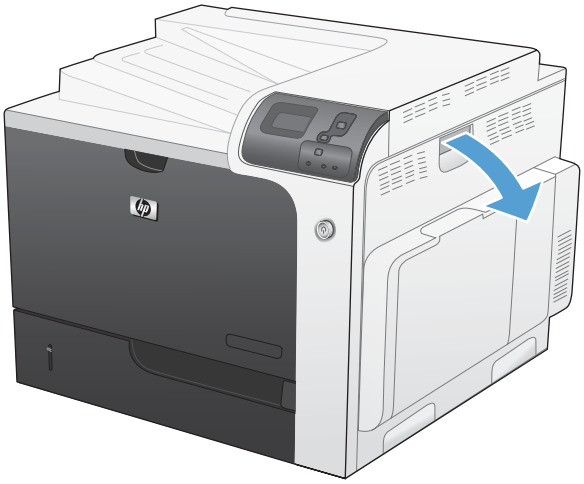
| Type of jam | Procedure |
|---|---|
| **13.XX.YY JAM IN RIGHT DOOR** | See Clear jams in the right door on page 219. |
| **13.XX.YY JAMS IN RIGHT DOOR** | |
| **13.XX.YY FUSER AREA JAM** | |
| **13.XX.YY FUSER WRAP JAM** | |
| **13.XX.YY JAM ABOVE TOP OUTPUT BIN** | See Clear jams in the output bin area on page 222. |

| Type of jam | Procedure |
| --- | --- |
| **13.XX.YY JAM IN TRAY 1** | See Clear jams in Tray 1 on page 223. |
| **13.XX.YY JAM IN TRAY 2** | See Clear jams in Tray 2 or optional Trays 3, 4, or 5 on page 225. |
| **13.XX.YY JAM IN OPTIONAL TRAYS** | See Clear jams in Tray 2 or optional Trays 3, 4, or 5 on page 225. |
| **13.XX.YY JAM IN LOWER RIGHT DOOR** | See Clear jams in the lower right door (Tray 3, 4, or 5) on page 226. |

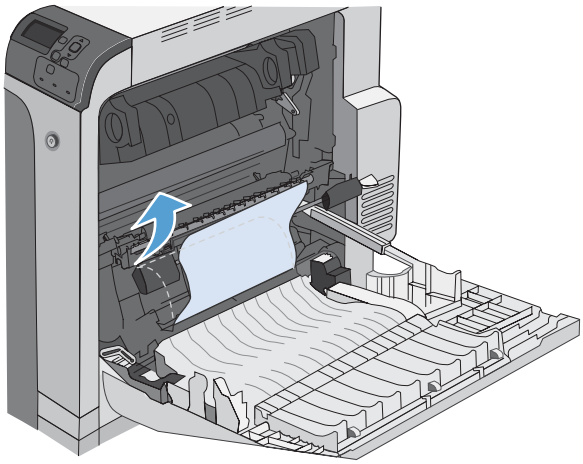
## Clear jams in the right door

△ **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

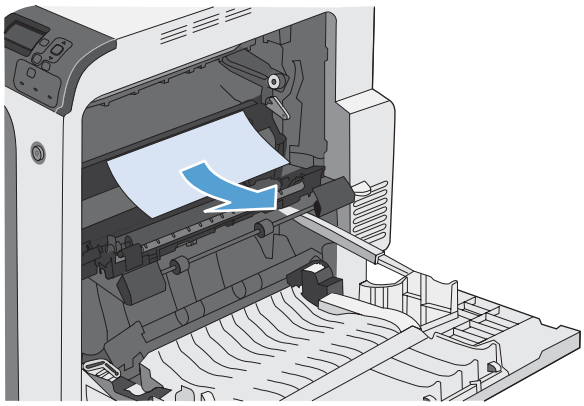
1. Open the right door.



2. Gently pull the paper out of the pickup area.

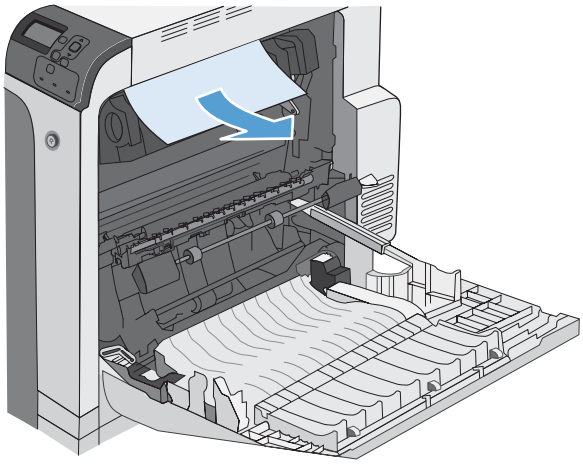


3. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.



△ **CAUTION:** Do not touch the rollers on the transfer roller. Contaminants can affect print quality.

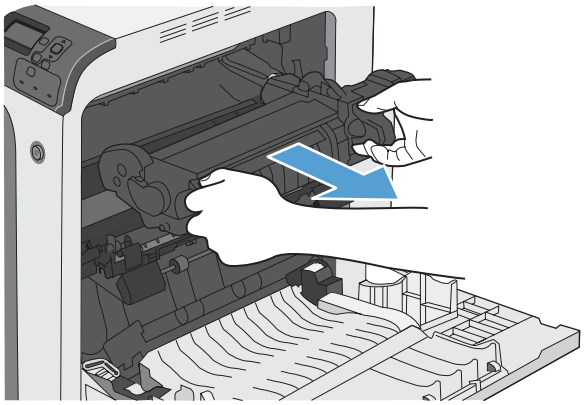
4. If paper is jammed as it enters the output bin, remove the fuser and gently pull the paper downward to remove it.



5. Paper could be jammed inside the fuser where it would not be visible. Remove the fuser to check for jammed paper inside.

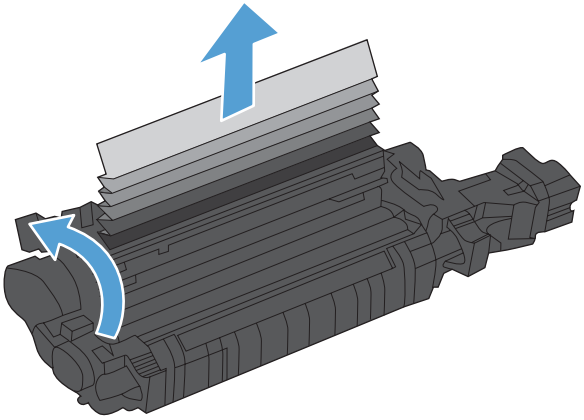
△ **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

6. Grasp the fuser handles, lift up slightly, and pull straight out to remove the fuser.

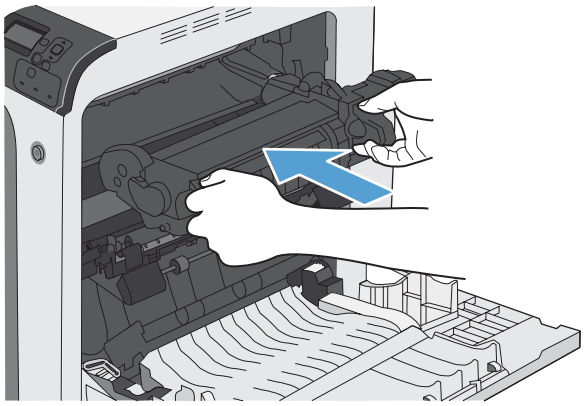


7. Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

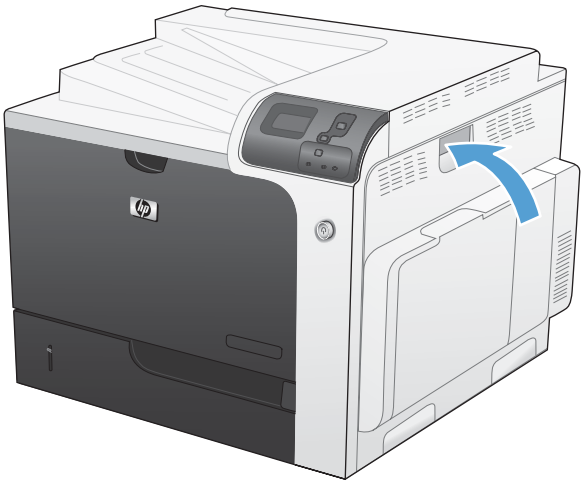
△ **CAUTION:** Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



8. Close the jam-access door, and push the fuser completely into the product.



9. Close the right door.

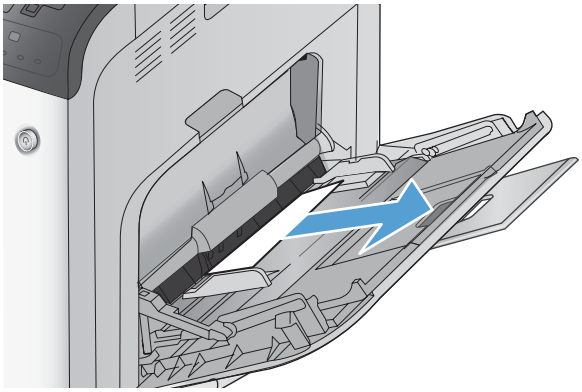


## Clear jams in the output bin area

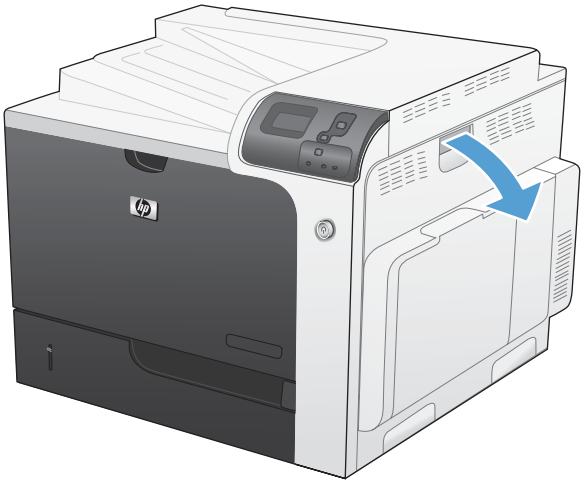
- ☐ If paper is visible from the output bin, grasp the leading edge and remove it.

## Clear jams in Tray 1

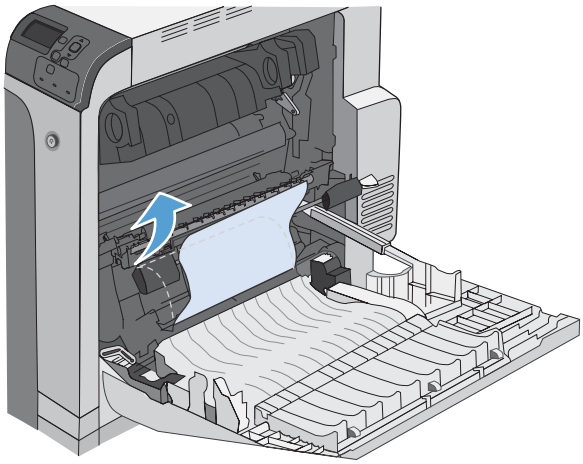
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Press the OK button to clear the message.



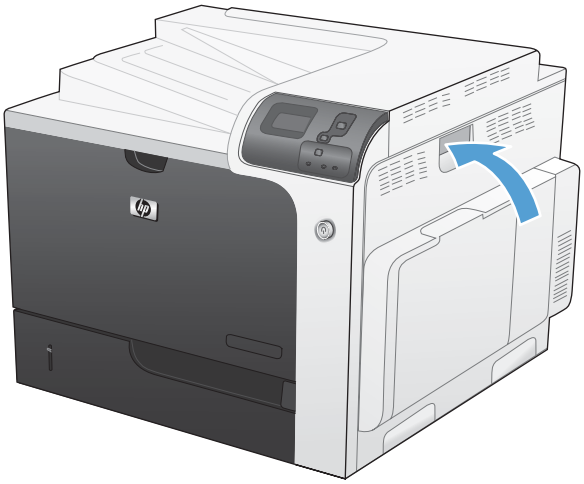
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.



3. Gently pull the paper out of the pick up area.



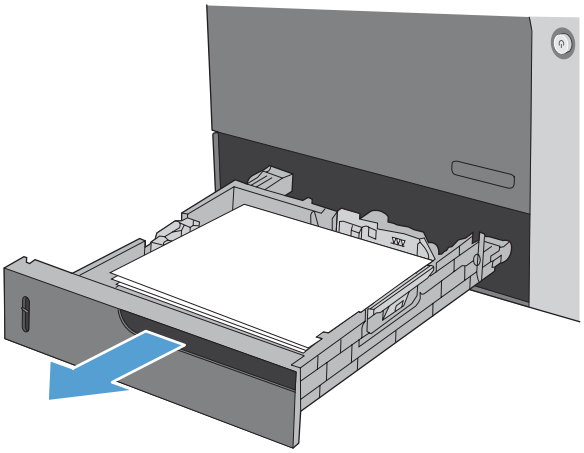
4. Close the right door.



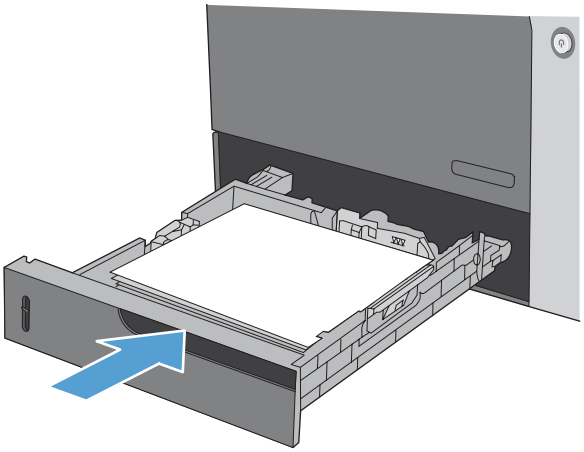
## Clear jams in Tray 2 or optional Trays 3, 4, or 5

△ **CAUTION:** Opening a tray when paper is jammed can cause the paper to tear and leave pieces of paper in the tray, which might cause another jam. Be sure to clear jams before opening the tray.

1. Open Tray 2 and make sure that the paper is stacked correctly. Remove any jammed or damaged sheets of paper. To access jammed paper from the tray cavity, remove Tray 2 from the product.

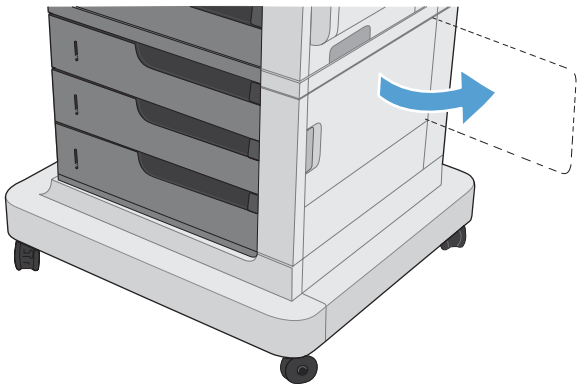


2. Close the tray.

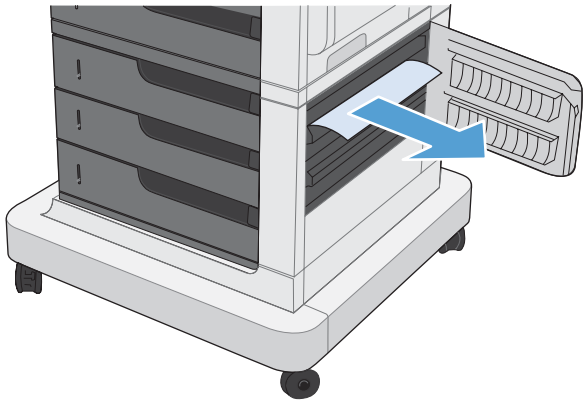


## Clear jams in the lower right door (Tray 3, 4, or 5)

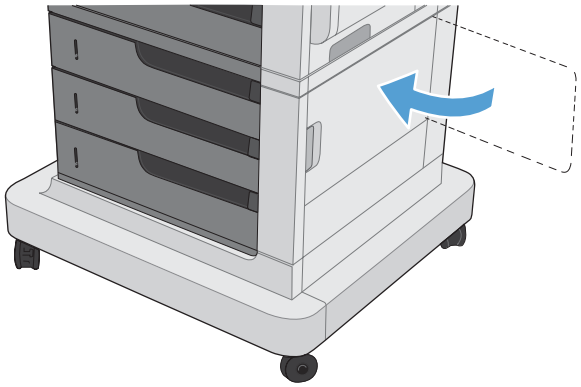
1. Open the lower right door.



2. If paper is visible, gently pull the jammed paper up or down to remove it.



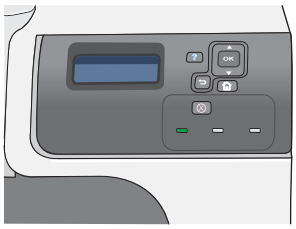
3. Close the lower right door.



## Change jam recovery

This product provides a jam recovery feature that reprints jammed pages.

1. Press the Home button .



2. Press the down arrow ▼ to highlight the **CONFIGURE DEVICE** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the **SYSTEM SETUP** menu, and then press the OK button.
4. Press the down arrow ▼ to highlight the **JAM RECOVERY** menu, and then press the OK button.
5. Press the down arrow or up arrow ▼/▲ to highlight the appropriate setting, and then press the OK button. The following options are available:
   - **AUTO** — The product attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
   - **OFF** — The product does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

     **NOTE:** When using this option, if the product runs out of paper and the job is being printed on both sides, some pages can be lost.

   - **ON** — The product always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.
6. Press the Home button to return to the **Ready** state.

# Solve paper-handling problems

Use only paper that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Guide*. Always configure the paper type on the control panel to match the type of paper that is loaded in the tray.

## Product feeds multiple sheets

**Product feeds multiple sheets**

| Cause | Solution |
|---|---|
| Print paper is sticking together. | Remove paper, flex it, rotate it 180 degrees or flip it over, and then reload it into the tray.<br><br>**NOTE:** Do not fan paper. Fanning can cause static electricity, which can cause paper to stick together. |
| Paper does not meet the specifications for this product. | Use only paper that meets HP paper specifications for this product. |
| Trays are not properly adjusted. | Make sure that the paper guides match the size of paper being used. |

## Product feeds incorrect page size

**Product feeds incorrect page size**

| Cause | Solution |
|---|---|
| The correct size paper is not loaded in the input tray. | Load the correct size paper in the input tray. |
| The correct size paper is not selected in the software program or printer driver. | Confirm that the settings in the software program and printer driver are correct, because the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings. For more information, see Change printer-driver settings for Windows on page 51 or Change printer-driver settings for Mac on page 59. |
| The correct size paper for the tray is not selected in the product control panel. | From the control panel, select the correct size paper for the tray. |
| The paper size is not configured correctly for the input tray. | Print a configuration page or use the control panel to determine the paper size for which the tray is configured. |
| The guides in the tray are not against the paper. | Verify that the paper guides are touching the paper. |

## Product pulls from incorrect tray

**Product pulls from incorrect tray**

| Cause | Solution |
|---|---|
| You are using a driver for a different product. | Use a driver for this product. |
| The specified tray is empty. | Load paper in the specified tray. |
| You did not specify the tray for the print job. | Select the correct tray for the print job using the control panel or by configuring your print settings. |
| The paper size is not configured correctly for the input tray. | Print a configuration page or use the control panel to determine the paper size for which the tray is configured. |
| The guides in the tray are not against the paper. | Verify that the guides are touching the paper. |

## Paper does not feed automatically

**Paper does not feed automatically**

| Cause | Solution |
|---|---|
| Manual feed is selected in the software program. | Load Tray 1 with paper, or, if the paper is loaded, press the **OK** button. |
| The correct size paper is not loaded. | Load the correct size paper. |
| The input tray is empty. | Load paper into the input tray. |
| Paper from a previous jam has not been completely removed. | Open the product and remove any paper in the paper path. |
| The paper size is not configured correctly for the input tray. | Print a configuration page or use the control panel to determine the paper size for which the tray is configured. |
| The guides in the tray are not against the paper. | Verify that the paper guides are touching the paper. |
| The manual-feed prompt is set to **ALWAYS**. The product always prompts for manual feed, even if the tray is loaded. | Load Tray 1 with paper, or, if the paper is loaded, press the **OK** button.<br><br>Or, change the manual-feed prompt setting to **UNLESS LOADED**, so that the product prompts for manual feed only when the tray is empty. |
| The **USE REQUESTED TRAY** setting on the product is set to **EXCLUSIVELY**, and the requested tray is empty. The product will not use another tray. | Load the requested tray.<br><br>Or, change the setting from **EXCLUSIVELY** to **FIRST** on the **CONFIGURE DEVICE** menu. The product can use other trays if no media is loaded in the specified tray. |

## Paper does not feed from Tray 2, 3, 4, or 5

**Paper does not feed from Tray 2, 3, 4, or 5**

| Cause | Solution |
|---|---|
| The correct size paper is not loaded. | Load the correct size paper. |
| The input tray is empty. | Load paper in the input tray. |
| The correct paper type for the input tray is not selected in the product control panel. | From the product control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range. |
| Paper from a previous jam has not been completely removed. | Open the product and remove any paper in the paper path. Closely inspect the fuser area for jams. |
| None of the optional trays appear as input tray options. | The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that the printer driver has been configured to recognize the optional trays. |
| An optional tray is incorrectly installed. | Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the product. |
| The paper size is not configured correctly for the input tray. | Print a configuration page or use the control panel to determine the paper size for which the tray is configured. |
| The guides in the tray are not against the paper. | Verify that the guides are touching the paper. |

## Transparencies or glossy paper will not feed

**Transparencies or glossy paper will not feed**

| Cause | Solution |
|---|---|
| The correct paper type is not specified in the software or printer driver. | Verify that the correct paper type is selected in the software or printer driver. |
| The input tray is overfilled. | Remove excess paper from the input tray. Do not exceed the maximum stack height marks for the tray. |
| Paper in another input tray is the same size as the transparencies, and the product is defaulting to the other tray. | Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the product control panel to configure the tray to the paper type loaded. |
| The tray containing the transparencies or glossy paper is not configured correctly for type. | Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the product control panel to configure the tray to the paper type loaded. |
| Transparencies or glossy paper might not meet supported paper specifications. | Use only paper that meets the HP paper specifications for this product. |
| High-humidity environments may cause glossy paper not to feed, or to feed too many sheets. | Avoid printing glossy paper in high humidity conditions. When printing glossy paper, removing the paper from the wrapper and letting it rest for a few hours can improve feeding into the product. However, letting paper rest in humid environments may also cause blisters. |

## Envelopes jam or will not feed in the product

**Envelopes jam or will not feed in the product**

| Cause | Solution |
|---|---|
| Envelopes are loaded in an unsupported tray. Only Tray 1 can feed envelopes. | Load envelopes into Tray 1. |
| Envelopes are curled or damaged. | Try using different envelopes. Store envelopes in a controlled environment. |
| Envelopes are sealing because the moisture content is too high. | Try using different envelopes. Store envelopes in a controlled environment. |
| Envelope orientation is incorrect. | Verify that the envelope is loaded correctly. |
| This product does not support the envelopes being used. | Refer to the *HP LaserJet Printer Family Print Media Guide*. |
| Tray 1 is configured for a size other than envelopes. | Configure Tray 1 size for envelopes. If the envelope is a custom size, configure Tray 1 paper type to **ENVELOPE**. |

## Output is curled or wrinkled

**Output is curled or wrinkled**

| Cause | Solution |
|---|---|
| Paper does not meet the specifications for this product. | Use only paper that meets the HP paper specifications for this product. |
| Paper is damaged or in poor condition. | Remove paper from the input tray and load paper that is in good condition. |
| Product is operating in an excessively humid environment. | Verify that the printing environment is within humidity specifications. |
| You are printing large, solid-filled areas. | Large, solid-filled areas can cause excessive curl. Try using a different pattern. |
| Paper used was not stored correctly and might have absorbed moisture. | Remove paper and replace it with paper from a fresh, unopened package. |
| Paper has poorly cut edges. | Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper. |
| The specific paper type was not configured for the tray or selected in the software. | Configure the software for the paper (see the software documentation). Configure the tray for the paper, see Load paper trays on page 88. |
| The paper has previously been used for a print job. | Do not re-use paper. |

# Product does not duplex or duplexes incorrectly

**Product does not duplex (print 2-sided jobs) or duplexes incorrectly**

| Cause | Solution |
|---|---|
| You are trying to duplex on unsupported paper. | Verify that the paper is supported for duplex printing. |
| The printer driver is not set up for duplex printing. | Set up the printer driver to enable duplex printing. |
| The first page is printing on the back of preprinted forms or letterhead. | Preprinted paper requires a specific orientation in the tray. See Paper orientation for loading trays on page 98. |
| The product model does not support automatic 2-sided printing. | The HP Color LaserJet CP4525n and HP Color LaserJet CP4025n models do not support automatic 2-sided printing. |
| The product configuration is not set for duplexing. | In Windows, run the automatic configuration feature:<br>1. Click the **Start** button, point to **Settings**, and then click **Printers and Faxes**.<br>2. Right-click the HP product icon, and then click **Properties** or **Printing Preferences**.<br>3. Click the **Device Settings** tab.<br>4. Under **Installable Options**, click **Update Now** in the **Automatic Configuration** list. |

# Solve image-quality problems

You can prevent most print-quality problems by following these guidelines.

- Configure the trays for the correct paper-type setting. See Configure trays on page 101.
- Use paper that meets HP specifications. See Paper and print media on page 81.
- Clean the product as necessary. See Clean the paper path on page 186.

## Example print quality problems

Some print quality problems arise from low or very low cartridges or other supplies. The solution is to replace the low or very low supplies.

Some print quality problems arise from use of inappropriate paper.

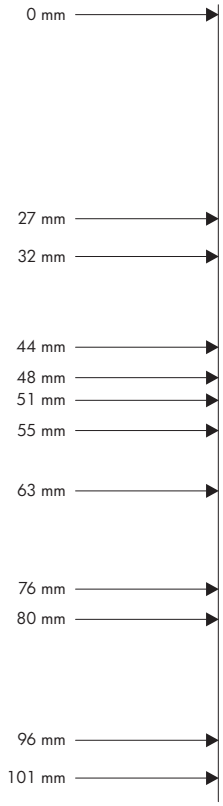
- Use paper that meets HP paper specifications.
- The surface of the paper is too rough. Use paper that meets HP paper specifications.
- The printer driver setting or paper tray setting might be incorrect. Be sure that you have configured the paper tray at the product control panel and have also selected the correct driver setting for the paper that you are using.
- The print mode might be set incorrectly, or the paper might not meet recommended specifications.
- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet products.
- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream of paper.
- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream of paper.
- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, consult with the printer of your letterhead to verify that the paper used meets the specifications for this product.
- Several optimize print modes can be used to address print quality issues. See Print Quality menu on page 23.

If you are having problems with light streaks in an image, use the **INFORMATION** menu to print the supplies status page. If none of the cartridges has reached its estimated end of life, remove the cartridges from the product, and then reinstall them. The product initiates a cleaning mechanism that might correct the light streaks.

## Repetitive defects ruler

If defects repeat at regular intervals on the page, use this ruler to identify the cause of the defect. Place the top of the ruler at the first defect. The marking that is beside the next occurrence of the defect indicates which component needs to be replaced.

**Figure 10-2** Repetitive defects ruler




| Distance between defects | Product components that cause the defect |
|---|---|
| 27 mm | Print cartridge |
| 32 mm | Print cartridge |
| 44 mm | Transfer unit |
| 48 mm | Print cartridge |
| 51 mm | Transfer roller |
| 55 mm | Print engine |
| 63 mm | Transfer unit |
| 76 mm | Print cartridge |
| 76 mm | Fuser |
| 80 mm | Fuser |
| 96 mm | Print engine |
| 101 mm | Print engine |

# Optimize and improve image quality

## Internal print-quality-test pages

Use the built-in print-quality-troubleshooting pages to help diagnose and solve print-quality problems.

1. Press the Home button .
2. Press the down arrow ▼ to highlight the **DIAGNOSTICS** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the **PQ TROUBLESHOOTING** setting, and then press the OK button to print the pages.

The product returns to the **Ready** state after printing the print-quality-troubleshooting pages. Follow the instructions on the pages that print out.

## Manage and configure printer drivers

The product uses the paper-type setting to establish many internal settings that affect print quality. Always use the correct paper-type setting in the printer driver and at the product control panel. Also make sure that the other settings on the **Paper/Quality** tab in the printer driver are correct.

For Windows operating systems, use the printer driver that best matches your printing needs.

| | |
|---|---|
| **HP PCL 6 driver** | • Provides the overall best speed, print quality, and product-feature support for most users<br>• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments<br>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5 |
| **HP UPD PS driver** | • Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs<br>• Provides support for printing from postscript emulation needs, or for postscript flash font support |
| **HP UPD PCL 5 driver** | • The best choice for printing from third-party or custom software programs<br>• The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe) |

## Calibrate the product

Calibration is a product function that optimizes print quality. If you experience any image-quality problems, calibrate the product.

1. Press the Home button .
2. Press the down arrow ▼ to highlight the **CONFIGURE DEVICE** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the **PRINT QUALITY** menu, and then press the OK button.
4. Press the down arrow ▼ to highlight the **FULL CALIBRATE NOW** setting, and then press the OK button.

## Set the image registration

If you are having problems with text aligning on the page, use the **SET REGISTRATION** menu to set the image registration. For instructions, see Set the duplex alignment on page 143.

# Solve performance problems

| Problem | Cause | Solution |
|---|---|---|
| Pages print but are totally blank. | The document might contain blank pages. | Check the document that you are printing to see if content appears on all of the pages. |
| | The product might be malfunctioning. | To check the product, print a Configuration page. |
| | All of the print cartridges might be very low on toner. | Replace the toner cartridges if a **SUPPLIES VERY LOW** message is displayed. |
| Pages print very slowly. | Heavier paper types can slow the print job. | Print on a different type of paper. Proper fusing may require a slower print speed to ensure the best print quality. |
| | Complex pages can print slowly. | Simplify the page. |
| Pages did not print. | The product might not be pulling paper correctly. | Make sure paper is loaded in the tray correctly. |
| | The paper is jamming in the product. | Clear the jam. See Clear jams on page 216. |
| | The USB cable might be defective or incorrectly connected. | • Disconnect the USB cable at both ends and reconnect it.<br>• Try printing a job that has printed in the past.<br>• Try using a different USB cable. |
| | Other devices are running on your computer. | The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer. |

# Solve connectivity problems

## Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.5 ft). Replace the cable if necessary.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

## Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page. See Print information pages on page 154.

| Problem | Solution |
|---|---|
| Poor physical connection | Verify that the product is attached to the correct network port using a cable of the correct length.<br><br>Verify that cable connections are secure.<br><br>Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.<br><br>If the problem continues, try a different cable or port on the hub. |
| The computer is unable to communicate with the product. | Use the command prompt to ping the product from your computer. For example:<br><br>`ping 192.168.45.39`<br><br>Verify that the ping displays round-trip times, which indicates that it is working.<br><br>If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network. |
| Incorrect link and duplex settings | Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). See Link speed and duplex settings on page 79. |
| Incorrect IP address for the product on the computer | Use the correct IP address. The IP address is listed on the configuration page.<br><br>If the IP address is correct, delete the product and then add it again. |
| New software programs have caused compatibility problems. | Verify that any new software programs are correctly installed and that they use the correct printer driver. |
| Your computer or workstation is set up incorrectly. | Check the network drivers, printer drivers, and the network redirection.<br><br>Verify that the operating system is configured correctly. |
| The protocol is disabled, or other network settings are incorrect. | Review the configuration page to check the status of the protocol. Enable it if necessary.<br><br>Reconfigure the network settings if necessary. See Connect to a network on page 70. |

# Product software problems

| Problem | Solution |
| --- | --- |
| A printer driver for the product is not visible in the **Printer** folder | • Reinstall the product software.<br><br>**NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.<br><br>• Try plugging the USB cable into a different USB port on the computer. |
| An error message was displayed during the software installation | • Reinstall the product software.<br><br>**NOTE:** Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select **Close** or **Disable**.<br><br>• Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software.<br><br>• If necessary, run the Disk Defragmenter, and reinstall the product software. |
| The product is in Ready mode, but nothing prints | • Print a Configuration page, and verify the product functionality.<br><br>• Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.<br><br>• Verify the IP Address on the Embedded Jetdirect Page matches the IP address for the software port (**Start**, **Control Panel**, **Printers**, right-click the product, select **Properties**, **Configure Port**, then select **OK** or **Cancel**). If the IP Addresses are not the same, delete the driver, and reinstall the driver using the correct IP address. |

# Solve common Windows problems

**Error message:**

**“(Name of the program, for example, Internet Explorer) has encountered a problem and needs to close. We are sorry for the inconvenience”**

| Cause | Solution |
| --- | --- |
| | Close all software programs, restart Windows, and try again.<br><br>If the application referenced is the printer driver, select or install a different printer driver. If the product PCL 6 printer driver is selected, switch to the PCL 5 or HP postscript level 3 emulation printer driver.<br><br>See the Microsoft Windows documentation that came with the computer for more information about Windows error messages, or go to www.microsoft.com. |

# Solve common Mac problems

**The printer driver is not listed in the Printer Setup Utility or the Print & Fax list.**

| Cause | Solution |
|---|---|
| The product software might not have been installed or was installed incorrectly. | Make sure that the product .GZ file is in the following hard-drive folder:<br>• **Mac OS X 10.4:** `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using.<br>• **Mac OS X 10.5 and 10.6:** `Library/Printers/PPDs/Contents/Resources`<br>If necessary, reinstall the software. See the getting started guide for instructions. |
| The Postscript Printer Description (PPD) file is corrupt. | Delete the .GZ file from the following hard-drive folder:<br>• **Mac OS X 10.4:** `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using.<br>• **Mac OS X 10.5 and 10.6:** `Library/Printers/PPDs/Contents/Resources`<br>Reinstall the software. See the getting started guide for instructions. |

**The product name, IP address, or Bonjour host name does not appear in the product list in the Printer Setup Utility or the Print & Fax list.**

| Cause | Solution |
|---|---|
| The product might not be ready. | Make sure that the cables are connected correctly, the product is on, and the Ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port. |
| The wrong connection type might be selected. | Make sure that USB, IP Printing, or Bonjour is selected, depending on the type of connection that exists between the product and the computer. |
| The wrong product name, IP address, or Bonjour host name is being used. | Print a configuration page to check the product name, IP address, or Bonjour host name. Verify that the name, IP address, or Bonjour host name on the configuration page matches the product name, IP address, or Bonjour host name in the Printer Setup Utility or the Print & Fax list. |
| The interface cable might be defective or of poor quality. | Replace the cable with a high-quality cable. |

**The printer driver does not automatically set up your selected product in the Printer Setup Utility or the Print & Fax list.**

| Cause | Solution |
|---|---|
| The product might not be ready. | Make sure that the cables are connected correctly, the product is on, and the Ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port. |

**The printer driver does not automatically set up your selected product in the Printer Setup Utility or the Print & Fax list.**

| Cause | Solution |
|---|---|
| The product software might not have been installed or was installed incorrectly. | Make sure that the product PPD is in the following hard-drive folder:<br>• **Mac OS X 10.4:** `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using.<br>• **Mac OS X 10.5 and 10.6:** `Library/Printers/PPDs/Contents/Resources`<br>If necessary, reinstall the software. See the getting started guide for instructions. |
| The Postscript Printer Description (PPD) file is corrupt. | Delete the .GZ file from the following hard-drive folder:<br>• **Mac OS X 10.4:** `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using.<br>• **Mac OS X 10.5 and 10.6:** `Library/Printers/PPDs/Contents/Resources`<br>Reinstall the software. See the getting started guide for instructions. |
| The interface cable might be defective or of poor quality. | Replace the interface cable with a high-quality cable. |

**A print job was not sent to the product that you wanted.**

| Cause | Solution |
|---|---|
| The print queue might be stopped. | Restart the print queue. Open **print monitor** and select **Start Jobs**. |
| The wrong product name or IP address is being used. Another product with the same or similar name, IP address, or Bonjour host name might have received your print job. | Print a configuration page to check the product name, IP address, or Rendezvous host name. Verify that the name, IP address, or Bonjour host name on the configuration page matches the product name, IP address, or Bonjour host name in the Printer Setup Utility or the Print & Fax list. |

**An encapsulated PostScript (EPS) file does not print with the correct fonts.**

| Cause | Solution |
|---|---|
| This problem occurs with some programs. | • Try downloading the fonts that are contained in the EPS file to the product before printing.<br>• Send the file in ASCII format instead of binary encoding. |

**You are unable to print from a third-party USB card.**

| Cause | Solution |
|---|---|
| This error occurs when the software for USB products is not installed. | When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site. |

**When connected with a USB cable, the product does not appear in the Printer Setup Utility or the Print & Fax list after the driver is selected.**

| Cause | Solution |
| --- | --- |
| This problem is caused by either a software or a hardware component. | **Software troubleshooting**<br>• Check that your Macintosh supports USB.<br>• Verify that your Macintosh operating system is Mac OS X 10.4 or later.<br>• Ensure that your Macintosh has the appropriate USB software from Apple.<br>**Hardware troubleshooting**<br>• Check that the product is turned on.<br>• Verify that the USB cable is connected correctly.<br>• Check that you are using the appropriate high-speed USB cable.<br>• Ensure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the host computer.<br>• Check to see if more than two nonpowered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer.<br>**NOTE:** The iMac keyboard is a nonpowered USB hub. |

# A Supplies and accessories


- Order parts, accessories, and supplies
- Part numbers

# Order parts, accessories, and supplies

| | |
|---|---|
| Order supplies and paper | www.hp.com/go/suresupply |
| Order genuine HP parts or accessories | www.hp.com/buy/parts |
| Order through service or support providers | Contact an HP-authorized service or support provider. |
| Order using HP software | Use the HP Easy Printer Care software on page 155<br>Use the HP Embedded Web Server on page 158 |

# Part numbers

Ordering information and availability might change during the life of the product.

## Accessories

| Item | Description | Part number |
|---|---|---|
| HP Color LaserJet 1 x 500 Paper Feeder and stand | 500-sheet paper tray. | CE422A |
| HP Color LaserJet 3 x 500 Paper Feeder and stand | 1500-sheet paper tray. Contains three 500-sheet trays. | CE423A |
| HP Postcard media insert | Plastic tray for printing 10 x 15 cm (4 x 6 in) paper. | CC497A |

## Print cartridges and toner collection unit

| Item | Description[1] | Part number |
|---|---|---|
| HP Color LaserJet black print cartridge | Standard black cartridge | CE260A |
| HP Color LaserJet black print cartridge | High-capacity black cartridge for CLJ4525 models only | CE260X |
| HP Color LaserJet cyan print cartridge | Cyan cartridge | CE261A |
| HP Color LaserJet yellow print cartridge | Yellow cartridge | CE262A |
| HP Color LaserJet magenta print cartridge | Magenta cartridge | CE263A |
| Toner Collection Unit | Receptacle for toner that has not fused to the paper. | CE265A |

[1] For more information, go to www.hp.com/go/learnaboutsupplies.

## Memory

| Item | Description | Part number |
|---|---|---|
| 200-pin DDR2 SODIMM x64 memory modules<br><br>Boosts the ability of the product to handle large or complex print jobs. | 256 MB | CC466A |
| | 512 MB | CC467A |
| HP Encrypted High Performance hard disks | EIO encrypted hard disk to install in the EIO accessory slot<br><br>63 mm (2.5 in) | J8019A |

## Cables and interfaces

| Item | Description | Part number |
|---|---|---|
| Enhanced I/O (EIO) card | HP Jetdirect 635n IPv6/IPsec Print Server | J7961G |
| USB cable | 2-meter standard USB-compatible device connector | C6518A |

## Maintenance kits

| Item | Description | Part number |
|---|---|---|
| Fuser kit | 110 Volt replacement fuser | CE246A |
| | 220 Volt replacement fuser | CE247A |
| Transfer kit | Replacement transer unit, transfer roller, Tray 1, pickup roller, and eight feed and separation rollers for Trays 2-5. | CE249A |

# B Service and support


- Hewlett-Packard limited warranty statement
- HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement
- Color LaserJet Fuser Kit, Transfer Kit, and Roller Kit Limited Warranty Statement
- End User License Agreement
- Customer self-repair warranty service
- Customer support

# Hewlett-Packard limited warranty statement

| HP PRODUCT | DURATION OF LIMITED WARRANTY |
| --- | --- |
| HP Color LaserJet CP4025n, CP4025dn, CP4525n, CP4525dn, CP4525xh | One-year on-site warranty |

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

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To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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# Color LaserJet Fuser Kit, Transfer Kit, and Roller Kit Limited Warranty Statement

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Rev. 11/06

# Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

# Customer support

| | |
|---|---|
| Get telephone support, free during your warranty period, for your country/region<br><br>Have the product name, serial number, date of purchase, and problem description ready. | Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/. |
| Get 24-hour Internet support | www.hp.com/support/cljcp4025 or www.hp.com/support/cljcp4525 |
| Get support for products used with a Macintosh computer | www.hp.com/go/macosx |
| Download software utilities, drivers, and electronic information | www.hp.com/go/cljcp4025_software or www.hp.com/go/cljcp4525_software |
| Order additional HP service or maintenance agreements | www.hp.com/go/carepack |

# C Product specifications


- Physical specifications
- Power consumption, electrical specifications, and acoustic emissions
- Environmental specifications

# Physical specifications

**Table C-1 Product dimensions**

| Product | Height | Depth | Width | Weight |
|---|---|---|---|---|
| HP Color LaserJet CP4025n | 432 mm (17 in) | 813 mm (32 in) | 838 mm (33 in) | 38.5 kg (85 lb) |
| HP Color LaserJet CP4025dn | 432 mm (17 in) | 813 mm (32 in) | 838 mm (33 in) | 38.5 kg (85 lb) |
| HP Color LaserJet CP4525n | 432 mm (17 in) | 635 mm (25 in) | 686 mm (27 in) | 38.5 kg (85 lb) |
| HP Color LaserJet CP4525dn | 432 mm (17 in) | 491 mm (19.3 in) | 686 mm (27 in) | 38.5 kg (85 lb) |
| HP Color LaserJet CP4525xh | 991 mm (39 in) | 625 mm (25 in) | 686 mm (27 in) | 62.6 kg (138 lb) |

**Table C-2 Product dimensions, with all doors and trays fully opened**

| Product | Height | Depth | Width |
|---|---|---|---|
| HP Color LaserJet CP4025n | 432 mm (17 in) | 813 mm (32 in) | 838 mm (33 in) |
| HP Color LaserJet CP4025dn | 432 mm (17 in) | 813 mm (32 in) | 838 mm (33 in) |
| HP Color LaserJet CP4525n | 432 mm (17 in) | 813 mm (32 in) | 838 mm (33 in) |
| HP Color LaserJet CP4525dn | 432 mm (17 in) | 813 mm (32 in) | 838 mm (33 in) |
| HP Color LaserJet CP4525xh | 991 mm (39 in) | 991 mm (39 in) | 914 mm (36 in) |

# Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/go/cljcp4025_regulatory or www.hp.com/go/cljcp4525_regulatory for current information.

# Environmental specifications

| Environmental condition | Recommended | Allowed |
|---|---|---|
| Temperature (product and print cartridge) | 17° to 27°C (62.6° to 80.6°F) | 10° to 30°C (50° to 86°F) |
| Relative humidity | 30% to 70% relative humidity (RH) | 10% to 80% RH |
| Altitude | N/A | 0 m (0 ft) to 3000 m (9842 ft) |

# D Regulatory information


- FCC regulations
- Environmental product stewardship program
- Declaration of Conformity
- Safety statements

# FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

**NOTE:** Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

# Environmental product stewardship program

## Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

## Ozone production

This product generates no appreciable ozone gas ($O_3$).

## Power consumption

Power usage drops significantly while in Ready and Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product, see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at:

www.hp.com/go/energystar

## Paper use

This product's optional automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

## Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

## HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

**NOTE:** Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to http://www.hp.com/recycle.

# Return and recycling instructions

## United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

### Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

**OR**

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

### Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

### Shipping

For all HP LaserJet print cartridge recycling returns, give the package to UPS during your next delivery or pickup, or take it to an authorized UPS drop-off center. For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com. If you are returning via USPS label, give the package to a U.S. Postal Service carrier or drop off at a U.S. Postal Service Office. For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Requested UPS pickup will be charged normal pickup rates. Information subject to change without notice.

### Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

## Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

# Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

## Material restrictions

This HP product does not contain added mercury.

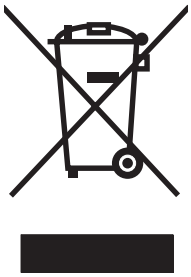
This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

| HP Color LaserJet Enterprise CP4020-CP4520 Series | |
|---|---|
| Type | Carbon monofluoride lithium |
| Weight | 0.8 g |
| Location | On formatter board |
| User-removable | No |

廢電池請回收

For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

## Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

## Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

## Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

## For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

# Declaration of Conformity

**Declaration of Conformity**
according to ISO/IEC 17050–1 and EN 17050–1, DoC#: BOISB-0806-00-rel.1.0

| | |
|---|---|
| **Manufacturer's Name:** | Hewlett-Packard Company |
| **Manufacturer's Address:** | 11311 Chinden Boulevard,<br>Boise, Idaho 83714-1021, USA |
| **declares that the product** | |
| **Product Name:** | HP Color LaserJet CP4525/CP4025 series |
| **Regulatory Model Number:**[2)] | BOISB-0806-00 |
| **Product Options:** | Including: CE423A — 3 x 500-Sheet Paper Tray<br><br>CE422A — 500-Sheet Paper Tray<br>ALL<br><br>Print Cartridges: CE260A, CE260X, CE261A, CE262A, CE263A |

**conforms to the following Product Specifications:**

| | |
|---|---|
| Safety: | IEC 60950-1:2001 / EN60950-1: 2001 + A11<br>IEC 60825-1:1993 +A1 +A2 / EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product)<br>GB4943-2001 |
| EMC: | CISPR 22:2005 / EN 55022:2006 – Class B[1)]<br>EN 61000-3-2:2006<br>EN 61000-3-3:1995 + A1<br>EN 55024:1998 +A1 + A2<br>FCC Title 47 CFR, Part 15 Class B/ ICES-003, Issue 4<br>GB9254-1998, GB17625.1–2003 |

**Supplementary Information:**

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, and carries the CE-Marking CE accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

Boise, Idaho , USA

**October 2009**

**For regulatory topics only:**

| | |
|---|---|
| European Contact: | Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034 Böblingen, Germany, (FAX: +49-7031-14-3143), http://www.hp.com/go/certificates |
| USA Contact: | Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015, USA, (Phone: 208-396-6000) |

# Safety statements

## Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a “Class 1” laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

## Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

## VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

## Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

△ **CAUTION:** To prevent damage to the product, use only the power cord that is provided with the product.

## Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

## EMC statement (Korea)

| | |
|---|---|
| B급 기기<br>(가정용 방송통신기기) | 이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. |

## Laser statement for Finland

**Luokan 1 laserlaite**

Klass 1 Laser Apparat

HP Color LaserJet CP4025n, CP4025dn, CP4525n, CP4525dn, CP4525xh, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

**VAROITUS !**

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

**VARNING !**

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

**HUOLTO**

HP Color LaserJet CP4025n, CP4025dn, CP4525n, CP4525dn, CP4525xh - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

**VARO !**

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömällelasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

**VARNING !**

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

## Substances Table (China)

# 有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

| 部件名称 | 有毒有害物质和元素 | | | | | |
|---|---|---|---|---|---|---|
| | 铅 (Pb) | 汞 (Hg) | 镉 (Cd) | 六价铬 (Cr(VI)) | 多溴联苯 (PBB) | 多溴二苯醚 (PBDE) |
| 打印引擎 | X | 0 | X | 0 | 0 | 0 |
| 控制面板 | 0 | 0 | 0 | 0 | 0 | 0 |
| 塑料外壳 | 0 | 0 | 0 | 0 | 0 | 0 |
| 格式化板组件 | X | 0 | 0 | 0 | 0 | 0 |
| 碳粉盒 | X | 0 | 0 | 0 | 0 | 0 |
| | | | | | | |

3685

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。
X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

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